

# K RAVI KUMAR

## Human Resources Management

### Career Objective

Team-driven Business Operations Manager committed to developing specific and attainable departmental goals and standards while supporting the vision of the organization. Determined leader with over 20 years of contributing to short and long term business planning and strategy. Offering integrity, a strong work ethic and sound judgement skills

### Professional Experience

#### Business Operations Manager



iKaufhaus / Hyderabad / June 2020-March 2021

- Work along with management for implementation of / improvement of solution in terms which could also mean implementation of any new ERP solutions
- Reporting as well as advising management in employee related issues and in taking timely business development decisions.
- Investigates indiscipline and prepares reports of findings, and makes recommendations for action on Employees.
- Manage all disciplinary issues pending in relation to applicable employees and to take appropriate follow ups and better Grievance management through Timely resolution & response.
- Monitoring full & final settlement of employees.
- Production and Inventory management along with Order-to-stock PO policy for all related Raw-materials / COGS materials, maintaining minimum stock quantity per SKU defined in the system.
- Communication and Status calls with required stake-holders, right from Procurement partners to Customers to Logistics partners / e-commerce partners including but not limited to any further Business required channel partners that iKaufhaus might sign in with.
- Manage online ecommerce channels to promote company's products on Amazon, Flipkart, Paytm, Snapdeal, Bigbasket, Shopclues etc.
- Onboard and manage distributors in partnering with the company.
- Work with iKaufhaus onboarded Accounts CA for India / State Govt.'s requirement of Accounts maintenance and mandatory filings, time and again.
- Take ownership of Book-keeping Accounts of Ikaufhaus including all relevant records of Procurement / Production / Packaging / Sale and Bank transactions with GST filing and annual compliance filing.
- Ownership and responsibility for all 'Hard copies' of Invoices/Sales Orders/Incoming Invoices and Receipts etc.
- Devised strategies to boost customer sales and drive referrals due to excellent service resulting in new customer relationships.
- Oversaw day-to-day business operations on sales floor by fostering deep professional relationships with wholesale contacts and customers

### Contact

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### Additional Skills

Analytical Thinking

Team Leadership

Organization & Prioritization

Problem Solving

Team Leadership

Strong Communication

### Technical Skills

ERP NeXT

Front Accounting

Tally

Fox pro

MS Office

- Recruited, hired, mentored and trained staff on business procedures, policies, duties and customer care methods.
- Listened to staff and customer issues and conflicts to deliver solutions, propel customer experiences
- Monitored over employees' day-to-day activities and made plans to rectify issues resulting.
- Worked directly with management and department to brainstorm, discuss strategy and mitigate issues.
- Promoted positive customer experience through day-to-day supervision and management of facility.
- Directed management meetings to enhance collaboration and maintain culture based on trust and group problem-solving.



### H R Manager

S-Axis Software Pvt Ltd / Hyderabad, Telangana / Aug 2015–May 2020

- Manage all administrative related work of the office.
- Streamlining all Contract agreements with its renewal for all Contracts.
- Preparing purchase orders for all the material to be procured for the project
- Maintaining data base of all the contract employees in excel sheets
- Coordinating with the third party clients related to the project
- Reporting and coordinating with the management every week concerning the project
- Manage all the finances of the project on daily basis
- Manage all day today accounting transactions of bank and cash.
- Monitoring full & final settlement of employees
- Led decision-making and implementation of HR policies, procedures, programs and functions.
- Enhanced team workflows and employee job satisfaction by coordinating communication between managers and employees.
- Created organizational filing systems for records, correspondence etc



### General/Project Assistant

The Leela Palaces & Resorts/ Hyderabad, Telangana / June 2006–July 2015

- Planned and executed all given tasks right from deciding, ordering, purchasing and organizing with all security measures in setting up Hotel's project office at Hyderabad.
- Maintain direct coordination and interaction with different department heads / officials at corporate office like HR, Legal, Projects, Finance, Management etc..
- Liaisoning and follow up with different State Govt Departments which includes contacting Sr. level Staff, IAS Officers and Ministers with regard to necessary permissions and GOs for the Hotel project.
- Coordinating with Govt officials during site inspection and assessing the status of the project.



## Education

**Osmania University, Hyderabad,**  
*Bachelor of Commerce*  
November 2004

**Board of Intermediate**  
**St. Mary's Centenary Jr.College**  
*Civics, Economics & Commerce*  
March 1998

**Board of Secondary Education**  
**St. Francis De Sales High school**  
S.S.C  
Mar 1996



## Extra Curricular Activities

- Jumboore Camp 1994 at Palakad, Kerala conducted by National Bharat Scouts and Guides and received 'A' GRADE award certificate
- Actively participated in all State level programmes and camps conducted by Bharat Scouts & Guides held at Sate Head office and received necessary training and discipline. Received Thrithya Soopan Award Badge.



## Languages

- English
- Hindi
- Telugu

- Coordinating with Legal advisors and advocates during court hearings and other related matters.
- Advise the Project Head in making and taking timely decisions with the project work.
- Investigates indiscipline within the department, prepares reports of findings, and makes recommendations for action on outsourced Employees.
- Manage all disciplinary issues pending in relation to applicable employees and to take appropriate legal follow ups and better Grievance management through Timely resolution & response.
- Manage all administrative related work of the project office & site.
- Streamlining all Contract agreements with its renewal for all Contracts.
- Manage all day today accounting transactions of bank and cash of the project.
- Monitoring full & final settlement of employees.
- Ordered and secured office supplies to reduce expenditure and disruptions in workflow.

### Accountant

*Women's Organization for Managing Economic & Educational Needs/  
Hyderabad, Telangana / June 2004 – Mar 2015(2yrs F.T & 9YrsP.T)*

- Book Keeping(Cash book, Ledger & Bank book)
- Vouching both Debit and Credit
- Maintenance of Daily physical Cash & Bank transactions
- Updating Daily Cash & Bank reports showing closing balances
- Preparing monthly Salary Payroll & Disburse to staff
- Maintenance of Staff Benefit Fund & repayment record
- Preparing Financial Statements( Balance sheet, Profit & Loss, Receipts& Payments and Inc&Exp)
- Maintenance of Fixed Deposits (renewal, new investment, vouching and statement)
- Physical identification and coding of Fixed Assets & preparing statements.
- Maintenance of Stock Register
- Maintenance of Vehicle Log Book
- Monitoring and Supervision of work progress, raw material stock and records of all production units / outlets and skill training centres
- Credit Collections ( fees& loan instalments from students and beneficiaries) including maintenance of its records
- Maintenance of Receipt books
- Preparing and arranging all Books of Accounts for Auditing for every six months
- Filing Income Tax returns (TDs, Salary returns)
- Full fledged knowledge on Social Accounting, Non-cash expenses and Non-cash Income (Own Means Contribution)
- All Correspondence & Secretarial works (typing, preparing formats, documenting reports of various programmes & activities of the organization)



### References

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