

# Sandhya Sruti

## Operations Manager

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### \*PROFESSIONAL PROFILE

Operations manager with an accomplished, fluent communicator with a strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen. Highly accomplished with a verifiable track record in fields such as analysis, gathering, process handling, Operations Management, Production and Manpower management, Planning management.

### \* EXPERIENCE

*March 2020 - Till  
Date*

#### Zolo Stays Area Assistant Manager

- End to end property operations supervision
- Vendor account management (key accounting)
- Activation of new properties setup work supervision for maintaining the supply chain balance
- Vendor relationship and operations relationship management
- Driving lead generation efforts to grow prospective guests list
- Track and Manage the Customer Lifetime valued stay
- Populating, managing and interpreting customer CRMs for business development task with direct revenue implication.
- Managing the relation with the vendor and business partners (owners).

*June 3rd 2019 -  
Jan 14th 2020*

#### OYO Operations Manager

- Responsible for property occupancy & sales, handling team to achieve the target.
- Worked as central SPOC from the City Operations team, managing the hiring/grooming/training/payout of 120+ property manager (7500+ Beds), also managing P&L for all the properties in the city.
- Reports and Dashboards pertinent to City Operations.
- Managing (OPEX) and cost optimization for aligned buildings.
- Building up systems & processes for Customer Life Cycle Management which includes Revenue Generation, Customer Experience/ Retention / NPS/UH.
- Worked as SPOC for franchise business & value added service model (food). - - Managing day to day operations, quality audit for the properties & handling the escalations as per the SOP via the internal ticketing system.

*Feb 26th 2018 -  
May 31st 2019*

#### Eshopbox Ecommerce PVT LTD, Udyog Vihar Gurgaon Service Specialist & Operations Analyst

- Meets business metrics and goals, i.e., SLA, production, and quality targets
- Maintains records of day to day work by updating trackers or workflow tools
- Follows SOP or manager's instructions and ensures tasks are quality compliant
- Order processing (FBA, Flipkart Lite)
- Contributes to project improvement ideas, if applicable (returns Claims raising for multiple e-commerce clients)
- Making detailed data for the courier (dispatch details)
- Tracking of B2C orders followup with courier partners
- Responsible for giving timely responses to stakeholders on related tasks with guidance, i.e., as

per SOP and SLA.

- Solving customer queries received on E-commerce market place (Amazon, Flipkart)
- Advance Excel, tableau knowledge.

*Feb 2016 - Feb  
2018*

## HCL Technologies Associate

- Quality and Improvement orientation (identify, process, improvements)
- Track and manage resolution for report related queries on customer's behalf.
- Driving lead generation efforts to grow prospective customer list
- Work division, escalation matrix handling
- Evaluate and resolve the customer queries

### \* EDUCATION

*June 2013 to May  
- 2016*

## Sunrise University Sunrise University

Have done my Bachelors of Arts in Modern History of India with an aggregate of 61 %

*July 2016 - July  
2018 (Distance)*

## Swami Vivekanand Subharti University MBA ( HR & IT)

Have knowledge excel in any kind of IT issues as well as employ management.  
Currently working in the Operations domain.

### \* SKILLS

- Customer Experience (CRM tool handling)
- Data Management (SQL, Tableau, Data Visualization)
- Inventory Management (Cycle count, inventory audit)
- Vendor Management
- Ms - Office (Excel, PowerPoint, Access, VBA, Macro)
- Data Warehousing

### \* CERTIFICATIONS

*July 2015*

## CCNA Cetpa Info Tech

*September 2020*

## Data Warehousing, ETL Udemy

*October 2020*

## Amazon Web Services Udemy