Surya Narayanan

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OPERATIONS MANAGEMENT | STRATEGIC LEADERSHIP | PROCESS OPTIMIZATION | PERFORMANCE MONITORING

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SUMMARY

Results-driven Operations Manager with over 20 years of experience in strategic leadership, team management, and process optimization. Proven track record in implementing operational strategies that enhance efficiency while maintaining quality standards. Skilled in leading cross-functional teams, establishing performance metrics, and driving continuous improvement initiatives. Demonstrated ability to manage budgets, deliver analytical insights, and foster stakeholder relationships that align operational excellence with business objectives.

EXPERIENCE

Operations Team Leader - BSI Middle East and Africa | BSI **07/2017 to 11/2024**

• Strategic Leadership: Led MEA Operations team, developing and implementing strategies that increased team efficiency by 30% while maintaining service quality .

• Team Management: Managed and mentored team members across multiple locations, enhancing professional growth through structured development programs.

• Process Optimization: Reduced issue resolution time by 40% through effective cross-functional collaboration and streamlined operational workflows.

• Performance Monitoring: Generated and presented monthly performance reports with 90% accuracy, enabling data-driven decision making at executive level .

• Stakeholder Engagement: Maintained relationships with key clients and internal departments, ensuring service delivery aligned with SLAs and customer expectations.

• Budget Oversight: Monitored financial performance metrics, contributing to cost optimization initiatives and profit growth (recognized with awards in 2015 and 2019) .

• Operational Excellence: Led root cause analysis initiatives that identified and resolved recurring issues, improving overall operational efficiency and customer experience.

• Compliance Management: Maintained comprehensive documentation ensuring 100% adherence to quality standards and regulatory requirements,

• Data Analysis: Monitored customer trends through Salesforce, providing actionable insights that led to 20% improvement in service delivery.

• Change Management: Collaborated with cross-functional teams to implement preventive measures, reducing issue recurrence by 35%.

Training Operations Assistant Middle East & Africa | BSI **11/2012 to 06/2017**

• Operational Planning: Coordinated pre & post-course requirements, enhancing service experience for 500+ clients annually.

• Process Implementation: Managed efficient resolution of customer concerns through systematic documentation and follow-up processes.

• Resource Management: Organized logistics across multiple locations, ensuring seamless execution of services and customer satisfaction.

• Performance Evaluation: Implemented feedback collection systems that captured valuable insights for service improvement .

• Records Management: Maintained comprehensive documentation of customer interactions, enabling efficient issue tracking and resolution.

Training Telesales Executive Middle East & Africa | BSI **09/2011 to 11/2012**

• Training Program Promotion: Resolved customer inquiries about training programs, ensuring 98% satisfaction ratings.

• Client Communication: Maintained professionalism, addressing 100+ customer queries daily regarding training options.

• Operational Support: Assisted team leader in daily training operational tasks, improving overall team efficiency by 25%.

• Issue Documentation: Documented customer concerns and escalated complex training requests to appropriate departments.

Sales and Operations Executive Middle East & Africa | BSI **11/2008 to 02/2011**

- Drove business growth, optimized sales processes, and streamlined operational execution across the MEA region.
- Ensured a seamless customer journey, from lead generation to post-sales training operations, while aligning business strategy with operational goals.
- Exceeded monthly and annual sales targets by 15%, driving significant revenue contributions.
- Developed client-specific training solutions, increasing customer retention by 25% and securing long-term partnerships.
- Reduced operational issue resolution time by 40% through improved workflow efficiency and proactive client engagement.
- Managed logistics for 500+ training sessions per year, including venue coordination, trainer scheduling, and compliance adherence.
- Ensured 100% adherence to internal audits and compliance regulations, strengthening BSI's market credibility.

Receptionist cum Secretary to Managing Director | Hyper Group **09/2008 to 11/2008**

- Handled reception duties and assisted the Managing Director with various administrative tasks.

Document Controller (Internship in Investment Banking Dept) | Citi **06/2008 to 08/2008**

• Application Processing: Managed NRI/NRO account openings, processing 200+ applications monthly for Citibank customers.

• Compliance Verification: Coordinated documentation, ensuring a 95% first-time approval rate for new accounts.

• Client Communication: Coordinated with customers regarding required documentation, providing clear guidance on completion requirements.

• Process Efficiency: Maintained efficient documentation filing and retrieval systems for account applications.

Telesales Executive | Abu Dhabi Commercial Bank **09/2007 to 06/2008**

- Specialized in sales and customer engagement, achieving a 30% increase in Oman Insurance policy sales to ADCB credit cardholders.
- Managed 100+ daily customer interactions, providing service updates and enhancing overall customer experience.
- Strong follow-up strategy enabled closure of 80% of pending leads within the designated timeframe, consistently surpassing sales targets by 15% monthly.

Telesales Executive | Standard Chartered Bank **03/2006 to 07/2006**

- Contributed to a 25% growth in insurance sales, effectively handling 100+ customer queries daily while ensuring high conversion rates through strategic sales techniques.

EDUCATION

Master in business administration | American Heritage University Dubai **2008 to 2010**

Focused on advanced business management principles, international business strategies, and leadership skills.

Bachelor in Computer Application | Mahatma Gandhi University,Dubai **2005 to 2008**

Studied computer science fundamentals, programming, and software development.

SKILLS

Compliance & Documentation	**Continuous Improvement**	**Reporting & Insights**
Cross-Functional Leadership	**Operational Excellence**	**Financial Management**
Problem-Solving & Risk Management	**Project Management**	**Stakeholder Management**
Budget Oversight	**Data Analysis**	**Performance Monitoring**
Team Management	**Strategic Leadership**	**Process Optimization**

TECHNICAL PROFICIENCY

MS Office Suite (Advanced) Salesforce CRM Collaboration Platforms: Zoom, WebEx, Google Meet Business Tools: SAP, Forsta, Entropy Learning Experience Platform- Litmos Presentation Software - Canva, Prezi Design Software - Articulate 360, Captivate, Camtasia

LANGUAGES

English (Fluent)

Hindi (Fluent)

Malayalam (Native)

Arabic (Basic)

ACHIEVEMENTS

• Collaboration Award-BSI-2022

• Profit Maximization Award-BSI 2019

• Profit Maximization Award-BSI 2015

CORE COMPETENCIES

• Develop strategic operational plans aligned with organizational objectives.

• Lead high-performing teams through clear direction and performance management.

• Implement process improvements increasing efficiency by 30-40%.

• Establish and monitor KPIs ensuring adherence to quality standards.

• Build relationships with stakeholders to maintain operational excellence.

• Manage operational budgets with 90% forecasting accuracy.

• Generate analytical reports with actionable insights for senior leadership.

• Resolve complex operational challenges through systematic problem-solving.

• Drive compliance within quality management frameworks.

• Optimize resource allocation across multiple business functions.

• Identify efficiency gaps and implement cost-saving measures.

• Facilitate cross-functional collaboration to achieve organizational goals.

• Adapt operations to evolving business requirements.

• Leverage data-driven insights to enhance decision-making.

• Coach and develop team members to maximize performance.

CERTIFICATIONS

• ISO 14001:2015 Lead Auditor Course(IRCA) • M365 Microsoft Champion • ISO 45001:2018 Introduction • ISO 14001:2015 Introduction • Foundation Certificate In Transformational Coaching • ISO 31000 Implementation • ISO 9001:2015 Lead Auditor Course(IRCA) • ISO 9001:2008 Internal Auditor • ISO 27001:2005 Introduction Course

ADDITIONAL INFORMATION

UAE Driving License. UAE Residence Visa.