

SIVAPRASAD SIVANANDAN *Operation Manager*

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WEBSITE, PORTFOLICS, PROFILE

Forward-thinking team leader with a proven track record in enhancing team performance and enhancing team performance. Skilled in sales operations, project coordination, and business administration. Proactive and hardworking, with a focus on continuous improvement and effective problem-solving.

Work History

Operation In charge, Operations Assistant

08/2019 – Current
SHARJAH

WORLDSTAR HOLDING

- Rapidly advanced from Operations Assistant to Operations In Charge in just one year, showcasing leadership and dedication.
- Implemented new methods and systems, reducing turnaround time by 15%.
- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Revamped operational procedures, increasing overall efficiency by 15% and employee engagement by 20% within 6 months.
- Established effective communication channels, reducing miscommunications and missed deadlines.

Operations Executive

01/2014 – 05/2019
HYDERABAD

TCS

- Streamlined operational workflows at the APOnline Project (Meeseva), reducing average processing time by 3 minutes per transaction.
- Improve citizen satisfaction through efficient service delivery.
- Applied problem-solving and strategic implementation skills to lead and support all areas of operations.
- Enhanced citizen satisfaction by delivering more efficient services, emphasizing quality and timeliness.

Team Leader, Cashier

04/2012 – 12/2013
VISAKHAPTANAM

BIG BAZAR

- Part of FUTURE GROUP, and additionally worked as cashier, Customer Service Executive.
- Assisted customers with purchases, item location, and reward program enrolment. Managed over 50 customer calls daily. Increased sales by 10% through effective customer engagement and service.
- Mentored and guided employees to foster proper completion of assigned duties.
- Conducted training sessions to enhance team productivity and commitment to friendly services

Customer Care Officer*Univercell Telecommunication Pvt Ltd*

10/2010 – 02/2012

VISAKHAPTANAM

- Answered customer questions and promoted key products and services.
- Delivered exceptional customer service, both in-store and over the phone.
- Engaged customers to uncover individual needs and provided tailored solutions.
- Evaluated interactions to assess personnel performance and improve service quality.

Educations**Bachelor of Science: MPCs**

INDIA

PYDAH DEGREE COLLEGE - VISAKHAPATNAM

- Completed professional development in Computer Science

Associate of Applied Science: Physical Science

INDIA

Narayana Jr College - VISAKHAPATNAM

- Completed professional in intermediate 10+2

High School Diploma

INDIA

Visvodaya High School - VISAKHAPATNAM

- SSC.

Skills

Sales operations management

Document Organization

Effective project coordination

Business management

Analytical Problem-Solving

Effective Teamwork

Proficient in MS Office

Operational Strategy Development

Process Optimization

Workflow Streamlining

Operational Efficiency Improvement

Employee Engagement Strategies

Unauthorized Practices Resolution

Strategic Implementation

Team Leadership

Sales Performance Improvement