



Anuja Varkey

Assistant Manager – Operations

KEY SKILLS

- **Leadership & Team Management:** Successfully led teams across different roles, ensuring productivity and motivation.
- **Operational Efficiency & Process Improvement:** Implemented strategies to streamline operations and reduce costs.
- **Customer Service Excellence:** Maintained strong relationships with clients, ensuring satisfaction and repeat business.
- **Decision-Making & Problem-Solving:** Resolved complex operational challenges, improving workflow efficiency.
- **Multi-Tasking & Time Management:** Managed multiple responsibilities simultaneously while maintaining quality.
- **Training & Employee Development:** Conducted training programs to enhance employee skills and performance.
- **Client Relationship Management:** Built and maintained strong professional relationships with clients and stakeholders.
- **Sales & Marketing Strategy:** Developed and executed sales plans to enhance revenue and business growth.
- **Billing & Financial Management:** Managed payments, budgeting, and financial reconciliation.
- **Technical Documentation & Compliance:** Ensured adherence to industry regulations and maintained accurate records.

TECHNICAL PROFICIENCY

- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint),
- CRM tools, ERP systems,

LANGUAGES

- English
- Hindi
- Malayalam



CONTACTS



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U.A.E



PROFESSIONAL SUMMARY

Dynamic and results-oriented operations professional with 11 years of experience in administration, operational management, and business development. Proven expertise in streamlining processes, optimizing workflow efficiencies, and leading cross-functional teams to achieve organizational success. Adept at problem-solving, financial management, and customer relationship building. Proficient in leveraging IT solutions and data analysis for informed decision-making and process improvement. Passionate about fostering a productive work environment and driving business growth through strategic planning and execution.



KEY HIGHLIGHTS

- **Operational Efficiency & Process Improvement:** Implemented strategies to streamline operations and reduce costs.
- **Customer Service Excellence:** Maintained strong relationships with clients, ensuring satisfaction and repeat business.
- **Decision-Making & Problem-Solving:** Resolved complex operational challenges, improving workflow efficiency.
- **Multi-Tasking & Time Management:** Managed multiple responsibilities simultaneously while maintaining quality.
- **Training & Employee Development:** Conducted training programs to enhance employee skills and performance.
- **Client Relationship Management:** Built and maintained strong professional relationships with clients



CAREER GLIMPSE

Jun 2022 – Nov 2022	Dentcare Dental Lab Pvt Ltd, Delhi , India Assistant Manager – Operations
Oct 2020 – May 2022	Dentcare Dental Lab Pvt Ltd, Muvattupuzha , India Sales & Marketing Administrator
2018 – 2020	Chipin IT Solutions Pvt Ltd New Delhi,India Service technician
2015 – 2017	Kairali Ford (Kerala Cars Pvt Ltd) Muvattupuzha , India Sales Admin Officer
2011 – 2015	Sanjo Power Systems, Angamaly , India Sales Admin Officer



EDUCATIONAL QUALIFICATION

B.Tech in Electrical & Electronics
MG University

Higher Secondary Education
HSE Board Kerala (2004 – 2006)

Secondary School Leaving Certificate
Government of Kerala (2004)

PERSONAL SKILLS

- Strong problem-solving and decision-making abilities.
- Excellent communication and interpersonal skills.
- Detail-oriented with a focus on accuracy and quality.
- Highly adaptable and capable of working under pressure.
- Strong organizational and time management skills.
- Collaborative team player with leadership qualities.
- Commitment to ethical practices and patient care.
- Proactive in learning and professional development.

PERSONAL INFO

Date of Birth 20 April 1988
Nationality : India
Gender: Female
Marital Status: Married

PASSPORT DETAILS

Place of Birth: Muvattupuzha, Kerala
Place of Issue: Cochin
Date of Issue: 20 February 2024
Date of Expiry: 19 February 2034
Visa Status: Residential

REFERENCES

Can be provided upon request

Assistant Manager – Operations

Dentcare Dental Lab Pvt Ltd, Delhi (June 2022 – November 2022)

- Assisted the General Manager in planning and executing operational strategies.
- Coordinated daily operations and ensured compliance with company policies.
- Managed staffing requirements, assigned work schedules, and tracked project progress.
- Supervised and motivated employees, ensuring team productivity and efficiency.
- Monitored and optimized operational costs, budgets, and resource allocation.
- Developed and implemented process improvements to increase operational efficiency.
- Conducted performance evaluations, providing feedback and coaching to enhance employee skills.
- Liaised with various departments to ensure smooth communication and workflow.

Sales & Marketing Administrator

Dentcare Dental Lab Pvt Ltd, Muvattupuzha (October 2020 – May 2022)

- Managed payment updates and doctor due lists in company software.
- Monitored and coordinated sales activities for Karnataka State.
- Set monthly sales targets and followed up on high-value clients.
- Conducted meetings with management and resolved billing issues.
- Maintained customer relationship databases and followed up on leads and inquiries.
- Analyzed sales data to provide insights on customer trends and potential market opportunities.
- Coordinated with the marketing team to ensure consistency across all promotional materials.

Business Development Executive

**Chipin IT Solutions Pvt Ltd, **New Delhi (2018 – 2020)

- Handled Dubai-based clients and promoted cheque printing software.
- Conducted online product demonstrations and prepared quotations.

Sales Admin Officer

Kairali Ford (Kerala Cars Pvt Ltd), Muvattupuzha (2015 – 2017)

- Managed customer billing and staff data on Ford India Ltd platforms.
- Tracked inquiries, bookings, and warranty details.
- Oversaw stock allocation and HR-related updates.

Electrical Designer & Administrator

Sanjo Power Systems, Angamaly (2011 – 2015)

- Designed and drafted electrical single-line diagrams per Kerala Electrical Inspectorate standards.
- Created project schematics, material lists, and cost estimations.
- Managed documentation using Excel and Word.

Thanks for your time and consideration,
Anuja Varkey