

# KIRAN KUMAR VINJAMURI

Cell: (9100991244)

Gachibowli, TG, INDIA

Kiran.vinjamuri@gmail.com

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## OPERATIONS MANAGER/CLIENT RELATIONSHIP LEAD

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Client Relationship Lead/Operations Manager capitalizing on 9+ years of progressive experience in implementation and contributing to the productivity and profitability of the organization. Expertise in business analysis, ability to manage multiple projects and interact with various groups in developing requirements and implementation. Strong leader with a reputation for effectively motivating and mentoring staff, making critical and timely decisions and assuring deliverables meet time and quality constraints.

**Core Competencies:** *Team Supervision & Training, Supply Chain Management, P&L Management & Cost Controls, Six Sigma & Lean Methodologies, Turnaround & Change Management, Customer Relations & Negotiations.*

**Domain Experience:** Operations Management & Warehouse/Event/Project Management, Customer Relations, Automobile & Financials.

**Technical Skills:** Working on SAP/R3, Operating system, Windows & XP and MS Office.

**Education:** Master of Business Administration with "A" Grade from Jahnvi College of Information and Technology, Narayanguda Hyderabad, India.

**Personal Skills:** Strong leader & Team player Excellent communication, Analytical and planning Well organized & Strong work ethics.

## PROFESSIONEL EXPERIENCE

- Working with **USM INFRA**, Jubilee Hills Hyderabad, as Senior Operations Manager.
- Worked with **MOWZZ AUDIO**, as Operations Manager.
- Worked with **OXFORD UNIVERSITY PRESS**, Banjara hills, Hyderabad, India as a Showroom Manager.
- Worked with **SEHGAL MOTORS (P) LTD**, Raj bhavan road, Hyderabad as a Showroom In charge.

**USM INFRA, Hyderabad**

**Feb'23–Till Date.**

**Senior Operations Manager.**

**Responsibilities as Sr Ops Manager:**

- Be the primary point of contact for business customers in all operations matters.
- Work together with multiple vertical businesses of the Company.
- Coordinate with the development and testing teams in developing and updating new/existing Websites, PMS and Applications for the company/Clients.
- Develop and manage strong relationships with key business stakeholders.
- Communicate strategies for the sites with business stakeholders, Monitoring and translating feedback into actionable tasks.
- Accountable for the budget planning, cost management and deliverables
- Provides direction to facilities management teams (direct reports and outsourced vendor teams) who lead facilities operations of business engagements.
- Accountable for ensuring the delivery standards in Facilities Management services. Provide management, direction, monitoring and evaluation of performance and delivery.
- Ensuring regular maintenance of infrastructure and assets, ensure that facilities are safe and well-functioning.

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- Ensure the workspace vision, standards and policies are implemented, managed, and adhered to. drive timely crisp decisions and audit frequently to ensure delivery.
- Deliver on Clients commitment on the environment, diversity and inclusion standards, and sustainability goals.
- Work together with the client finance teams to prepare annual budgets, manage, and report on monthly operating expense for the region versus budget, including providing forecasts.
- Work together with the Procurement team to ensure our key suppliers remain competitive whilst providing a quality service, and new services are procured using a robust sourcing framework.
- Legal & Compliance, Tax and Risk -Comfortable with legal terms and structures for standard commercial contracts and leases.
- Advise business on entity set up impact on leasing, special economic zones etc.

### **Freelance Interiors, Chandanagar**

**Jan'19– Jan'23.**

#### **Operations Manager.**

#### **Responsibilities as Interior Designer:**

- As a Freelance Interior designer, I was solely responsible for the project start to finish.
- Gather customer requirements and handling customers queries, Responsible to prepare Quotations, Invoices and presentations to customers.
- Interpret and translate customer needs into rough plans, Research and decide on materials and products sourcing.
- Undertake project from concept, design to completion, Determine the clients' requirements of the project.
- Work closely with Architect, Designers, Decorators and coordinates with the architect and site supervisor for drawings and handle the projects singlehandedly.
- Review the project drawing and other details during production and assist @site to expedite the installation time process.
- Solve technical problems at the location, sharing regular updates to customers about the work progress, assign work to workers.
- Track Work in Progress also efficient in terms of handling multiple projects at a time.
- Coordinate with vendors, carpenters, painters, electricians etc. Ensure the project need to be complete in time, ensure materials should be reached at site in time,
- Responsible for the inventory control and ordering all project required material as required.
- Improve the quality of the product, deliver a good quality product, ensure the work is complete as per designs and requirements.
- Comfortable in visiting site and coordinating with contractors for interior works.
- Expertise in layout, color, lighting, materials selection and all installations.
- Place orders for materials and oversee installing the design elements.
- Responsible for the complete project coordination and successful delivery of the projects.
- Project quality and production supervision during the in-manufacturing process.
- Facilitating change requests to ensure that all parties are informed of the impacts on schedule and budget.
- Take care of customers till project delivery. Ensure there should be a smooth project release with good quality and in time project delivery.
- Identifying and developing new opportunities with clients. Converting new leads to sales at ongoing projects.
- Make sure that all parties are on track with project requirements, deadlines, and schedules.
- Meeting with project team members to identify and resolve issues.
- Obtaining customer acceptance of project deliverables.

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- Managing customer satisfaction within project transition period.
- Conducting post project evaluation and identifying successful and unsuccessful project elements.

#### **MOWZZ AUDIO, Secunderabad.**

**Jun'10– Sep'12**

##### **Operations Manager.**

##### **Responsibilities as Operations Manager:**

- As an Operational manager I have a passion for data, efficiency, accuracy, and coaching & developing others.
- Manage day-to-day operations of a team of team managers and data associates including logistics, resource/equipment planning, staffing, quality control, and reporting.
- Oversee the hiring & training of new team members and support their development.
- Ensure productivity is maximized through supervision, training, analysis, and feedback of performance.
- Communicate effectively with other operations and Event managers & manage a team of 5 to 6 managers and an overall operations team of between 50 to 55 employees.
- Develop and implement best practices for delivery, for interactions with teams and knowledge of the clients and industry vertical and leading the team in becoming our clients trusted advisors.
- Responsible to ensure high quality and high-volume productivity.
- Develop employees and their skill sets to expand the team capabilities and provide growth opportunities including succession planning.
- Manage and execute quality, maintain clear metrics on our investigation handling volumes, performance, and decision quality.
- Achieve operational excellence and drive process improvement.
- I was able to drive operational efficiencies across all processing areas while improving internal and external customer experience.
- I was successful in my role with exceptional leadership, analytical, managerial, operations, interpersonal, and project management skills.
- Always open for any assigned work by Assistant Director General, External Relations, DDG and DG.

*At the end of 2012, I took some time out to travel to USA to support my family and returned at the end of 2018. However, during my professional break I have done my best to refresh my communication skills and a lot of travel which added up-to international exposure. For example, I've recently been working as a voluntary Administrator at a Nonprofit local charity, which has really helped me re-acquaint myself with the sector. I am ready and determined to resume my career and take up a new challenge. I am confident that I can bring this level of expertise with me to your organization and, I am available to start immediately.*

#### **Oxford University Press, Hyderabad.**

**Jan'07– May'10**

##### **Showroom Manager.**

##### **Responsibilities as a Showroom Manager:**

- To handle all the Showroom/Trade customers queries and make the Cash/Credit billing or necessary documentation in SAP.

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- Stock replenishment based on sales and to ensure all the necessary store supplies are available as needed and maintain stock according to Sap, and movement of stock to other locations as per the inventory department's requirement.
- Quarterly physical verification of stock for stock accounting and updating the same in sap for head office referral and follow ups of OTO titles for all Clients.
- To maintain every month's Petty cash and other a/c's with supporting voucher/bills and forwarding the same to Regional Accounts Dept.
- To maintain clean and well-organized showroom and warehouse and to update all the notice boards and General boards with the New arrivals/Jackets etc.
- Tallying each day's cash/cheque/credit card slips with physical stock at the end of the day and depositing the same with the Bank on the next day.
- To make sure all the Telephone and Electricity bills are paid before due date and the ensure that all the Computers, A/Cs, Printers and other office equipment are under AMC with good service providers/ to change the same if need.
- To take care of all the other Branch operations and Administration, to plan and arrange for the Seminars/Promotional activities programs to retain and growth in the market.
- To co-ordinate with the marketing team in reviewing performance of annual sales and sales plan, to oversee new hire training and coordinate to conduct for interviews for new appointments, and to look after the arrangements for Flight/Hotel/Cab booking for Managing Director/Regional Managers/Authors and etc. if required.

To account for regular update in SAP for all income and receipts of the organization from every source, including income from the sale of merchandise and services, rents, commission, deposits, prepayments and other sums received.

**Sehgal Motors (P) Ltd, Hyderabad.**  
**Finance/Sales Coordinator.**

**Nov'04– Dec'06**

***Responsibilities as a Finance Coordinator:***

- To ensure timely availability of funds and ensure prompt servicing of scheduled debt obligations.
- Support management in decision making in pricing, project evaluation, assessment of funding requirements etc.
- To supervise billing, follow-up for overdue, monitoring and reporting on billings and outstanding to ensure revenues, minimize level of out standings and enable suitable management.
- Interact with the general managers, other managers and team leaders, to compile all budgets and forecasts covering all activities of the organizations.
- To receive, safeguard and account for all cash, cheque, bank deposits, accounts receivables, inventories, advances and investments of the organization.
- To account for all income and receipts of the organization from every source, including income from the sale of merchandise and services, rents, commission, deposits, prepayments and other sums received and unearned, collection of account receivable and advances, proceeds from sale of equipment and supplies, interest etc
- Lead the field sales team to enable target achievements through appropriate plans and strategies.
- Ensure channel appointment, performance, viability and motivation and deliver the set volume and value targets.
- Provide relevant circle insights/research to HO Sales & Marketing strategy formulation appropriate to the circle.
- Analysis of customer usage behavior, which drives and recommends appropriate pricing/tariffing to achieve budgeted targets and revenues.

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- Plan and monitor large sales and marketing budgets.

### ***Responsibilities as Showroom/Operations Incharge.***

- To be responsible for overall Branch operations, which include banking, Disbursement and customer services.
- Presales and Post sales to diverse clientele and maintain Relationship management with alliances/channels/Branches & Workshop.
- To manage the outsourced team to carry out the assigned jobs and to co- ordinate with Regional Office, Branches and Workshop.
- To maintain and achieve customer satisfaction.

### **Sree Krishna Agency, Secunderabad**

**Mar'01-Jun'02**

#### **Accounts Assistant**

#### ***Responsibilities:***

- Monitored the daily receipts and payments of the organization.
- Regularly updated all the information regarding the Banking transactions of the company.
- Maintained the monetary transactions on the computer.
- Prepared salaries and statements before disbursal.

### **Southern Travels (Reg by Govt of A.P), Hyderabad**

**Jan'99 – Feb'01**

#### **Front Office Executive**

#### ***Responsibilities:***

- Looked after the reservation needs of our fliers.
- Interacted with the customers to make them aware of the present and the new packages.
- Was responsible for anticipating customer needs and meeting these expectations in a professional manner.
- Booked tickets and attended all travel queries and calls.

### **MBA PROJECT**

Successfully completed a 3months project titled.

***“Working Capital Management”*** at **Indian Airlines**, Begumpet, Hyderabad.

#### **Project Objectives:**

The objective of the project is to acquaint with the importance of the working capital and the techniques used for effective working capital management.

#### **Project Contents:**

Concept of Working Capital Management, Importance of Working Capital, Kinds of working Capital, Factors Determining working Capital, Estimating Capital Requirements; Management of Cash Motives for Holding Cash and marketable securities; Cash System, Programming Working Capital Management; Integrating Working Capital and Capital Investment Processes; Monetary System; Money Market in India; Banking System in India: The Restructuring Process; Working Capital Control and Banking Policy in India Instruments of the International Money Market; Managing Short- Term International Transactions.

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Graduation in Commerce. (B. Com) Osmania University, Dharmavanth Degree College of Arts & Sciences, Hyderabad.

CEC Board of Intermediate Education, Aliya College, Hyderabad, Andhra Pradesh.

10<sup>th</sup> Loyola High School under the Secondary Board of Education.

### INTERESTS

Photography & Interior Designing.

Have won Prizes in Hockey at School and College levels.

Have great interest in Bikes collection, love pets, Music and Cricket.

### PERSONAL DETAILS

- **Date of Birth:** 7<sup>th</sup> of June 1978.
- **Languages known:** Telugu Hindi English.
- **Passport No:** E6141929.
- **USA Driving License:** 189119966.
- **Driving License:** DLFAP009126182002.

