

# Alok Kumar

(Manager Operations)

Organized Six Sigma green belt certified manager with exceptional ability to build positive rapport. Inspire trust and guide the team towards achievement of organizational goals. Strong facilitator, adept at working cross-departmentally with co-management and top-level leadership. Proven track record of excellent management and leadership skills.

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## WORK EXPERIENCE

### Manager Operations

Vidal Health

03/2024- 08/2024

Bangalore, Karnataka

#### Achievements/Tasks

- Applied Strong management and problem-solving skills to maintain team efficiency and organized workflows to meet any demand.
- Monitored employee performance and provided coaching and constructive guidance to address area of concern.
- Capacity planning, Resource Utilization.
- Motivated and trained employees to maximize team productivity, Quality Management.
- Escalation management, developed good relationship with client by providing quick resolution to their problems.

### Assistant Manager

Sagility Health

09/2012 -02/2024

#### Achievements/Tasks

- Managed daily inventory, customer and client complaints-maintained timelines by supervising the team.
- Delegate tasks to team, evaluate employee performance provide constructive feedback, conducted appraisals.
- Eliminated process gaps by implementing new methods of standardized training and coaching.
- Organized the team by managing production floor resulting maximum productivity.
- Acted as role model to team, lead from front with examples and resolved questions and inquiries.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Worked on business development projects and completed them on timely manner.

## SKILLS

Lean Six Sigma

Problem Solving

Decision Making

Client Management

Multitasking

People Management

Integrity

## HONOR AWARDS

### Leadership Excellence Awards

Sagility Health

- Best Manager, Best Team Leader

### Quality Excellence Awards

Sagility Health

- Best Trainer

## LANGUAGES

### English

Full Professional Proficiency

### Bengali

Full Professional Proficiency

### Hindi

Full Professional Proficiency

## CERTIFICATE

### Lean Six Sigma Green Belt Certificate

KPMG 2024

## EDUCATION

### Bachelor OF Computer Applications (BCA)

Sheshadripuram First Grade College

Jun 2009- Jun 2012

CGPA- 77 %

## PERSONAL DETAILS

- Father's Name – Arun Kumar Ghosh
- Mother's Name- Mitali Das
- Date of Birth- 07 Jan 1990
- Nationality- Indian
- Mother Language – Bengali

## DECLARATION

I, the undersigned certify that to the best of my knowledge and belief, the resume correctly describes my qualifications and myself.

**Your Sincerely,**  
Alok Kumar