

ARAVIND UNNIKRISHNAN

Operations Consultant

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🌐 portfolio.aravind

Experienced professional, targeting a challenging role in operations excellence and business analysis, leveraging expertise in coordinating with technical and operations teams across various functions. Targeting roles in Chennai, with a focus on driving sustainable enhancements and aligning business requirements with technical implementations.

📋 CORE COMPETENCIES

- Process Standardization
- Automation Solutions
- Workflow Systems
- Business Model Design
- Stakeholder Engagement
- Cross-Functional Collaboration
- ERP Solution Optimization
- Project Management
- Quality Assurance
- Continuous Improvement
- Business & Operational Excellence
- Project Management
- Delivery Excellence
- Technology Led Solutions Consultation
- Business Continuity Planning

⚙️ TECHNICAL SKILLS

- **Programming Languages:**
#.NET, SQL, MySQL, ORACLE, PHP, XML, HTML, Excel Macros, REST API
- **IT Infrastructure:**
AZURE, LINUX, WINDOWS environments.
- **RPA Tools:**
Selenium Framework, Windows Automation Framework, COM Integration, Third-Party APIs
- **Third- Party Tools:**
LucidChart, PaygOps, Thinkable, Flutter Flow

⚙️ CERTIFICATIONS

- Certified Six Sigma Green Belt

👤 PROFILE SUMMARY

- **Possess over 20 years of experience in operations excellence**, specializing in process standardization, automation, and workflow systems design and implementation across diverse domains.
- **Innate excellence in undertaking analysis of business performance/bottlenecks** to make strategic decisions, formulating future objectives & operational policies / procedures for the performance of the organization; consistent record of delivering results in managing business operations with focus on performance and expertise in planning strategies, defining targets, resource administration, SLA & KPI optimization and allocation of manpower
- **Competency in developing & maintaining relationships with business stakeholders**, defining service delivery standards while ensuring adherence to OLAs/SLAs; exhibited excellence in managing various activities pertaining to IT Operations encompassing setting up of targets, **SOP & SLA management, budgets, quality assurance, MIS reporting & best practices** implementation
- **Collaborated with other departments and teams to integrate processes seamlessly** across India Operations, fostering a collaborative and cohesive working environment.
- **Effectively translated Voice of Customer (VOC) feedback** into actionable requirements, fostering collaboration between departments.
- Proficiency in deploying various methodologies for analyzing production processes, recommending modifications to **minimize escalations & rejection** for realizing operational efficiencies, **control costs and cycle-time**
- **Proactively identified process bottlenecks, initiated actions for zero customer complaints** through internally developed applications and troubleshooting tools, enhancing customer satisfaction.

📁 WORK EXPERIENCE

Aug'23- Sep'23: Operations Consultant | Mobilite Smart Solutions India Pvt. Ltd., Chennai

Key Result Areas:

- Orchestrated the successful implementation of lead-to-customer conversion workflows and contract management in a SaaS-based CRM solution, optimizing the sales funnel and enhancing customer acquisition.
- Ensured seamless operation and alignment with business requirements of an in-house ERP solution, driving operational efficiency and cost savings.
- Led initiatives to analyze and optimize existing business processes, resulted in increased efficiency, reduced costs, and improved overall operational performance.
- Established and monitored key performance indicators (KPIs) to measure the effectiveness of operations and implement improvements based on data-driven insights.

Apr'22- Jul'23: Head – Process Engineering | Mobilite Smart Solutions India Pvt. Ltd., Chennai

Key Result Areas:

- Collaborated on the design and architecting of the business model within ERP and Mobile applications, contributing to innovative solutions that align with the company's strategic vision.
- Proactively identified and drove initiatives to enhance the customer experience during onboarding, bike delivery, and battery exchange processes, improving customer satisfaction and retention.
- Identified potential risks in processes and implement strategies to mitigate them, ensured a resilient and secure operational environment.
- Administered the planning and execution of process engineering projects, ensuring timely delivery and effective utilization of resources

Aug'18- Aug'21: Manager – Process Engineering – India Operations | DATAMARK India BPO LLP, Chennai

Key Result Areas:

- Contributed to the development and execution of strategic plans for process engineering, ensured alignment with overall business goals and objectives for India Operations.
- Established and maintained robust quality assurance processes for India Operations, ensuring compliance with industry standards and regulations.
- Ensured that all processes in India Operations adhere to relevant industry regulations and compliance standards, implemented necessary adjustments to maintain adherence.



FREELANCE ASSIGNMENT

Sep'21- Mar'22: Freelance – Operations/Process Consultant

- Engaged as a Process Consultant in Mauritius for an Investor Services Company, a Process & UI Designer in Chennai for an unorganized sector firm, and an Implementation Engineer for an Education Publications Company in Chennai. Additionally, contributing expertise in process design for a Last Mile Logistics Company in Chennai.



EDUCATION

2000: B.Sc. in Physics from A M Jain College, Meenambakkam



SOFT SKILLS

- Communication
- Attention to Details
- Result-oriented
- Problem-solving
- Analytical Thinking



PREVIOUS EXPERIENCE

Aug'06- Aug'18 | DATAMARK Prodapt India BPO Pvt. Ltd., Chennai

Growth Path:

- Apr'06-Mar'07 ➡ Process Engineer
- Apr'07- Jul'11 ➡ Asst. Manager – Process Engineering
- Aug'11- Sep'14 ➡ Manager – Process Engineering
- Oct'14- Jul'18 ➡ Senior Manager – Process Engineering

Nov'04- Apr'06: Process Engineer | Prodapt Solutions Pvt. Ltd., Chennai

Feb'01- Aug'04 | VMS Associates, Chennai

Growth Path:

- Feb'01-Jun'01 ➡ Data Conversion Technician
- Jul'01- Jan'02 ➡ Team Leader
- Feb'02-Aug'03 ➡ Supervisor
- Aug'03- Aug'04 ➡ Operations Engineer



ACCOMPLISHMENTS ACROSS THE CAREER

- Spearheaded the **implementation of a lead-to-customer conversion workflow** and contract management in a SaaS-based CRM system for EV business operations, optimizing the sales funnel and improving customer acquisition.
- Ensured seamless operation and alignment of an in-house **ERP solution**, covering **Asset Inventory**, IoT, **Battery QC Modules**, **MoMo Payment**, CRM Integrations, Bike Delivery Module, Billing, and Battery Exchange processes, driving operational efficiency.
- **Successfully identified growth opportunities** and recommended business improvement strategies for B2C, B2B, and B2B2C customers, contributing to the company's expansion.
- **Structured and implemented people systems**, including HRMS, LMS, eLearning, and call ticketing systems, leading to cost savings and streamlined workforce management.
- **Designed auto mailers and MIS reporting systems** with trend charts, introducing third-party analytics tools for centralized data-driven decision-making.



DOMAIN EXPERIENCE

- **Zip Industries Ltd. (Manufacturing Sector)**
 - Web-Based Production Management Systems
 - Barcode Systems Implementation
- **JU Agri Sciences Pvt Ltd. (Sales and Marketing Sector)**
 - Android App Implementation
 - SMS Solutions Success
- **Prodapt Solutions Pvt. Ltd. (Telecom Services Sector)**
 - Telecom SOP System Implementation
 - Telecom Project Migration



PERSONAL DETAILS

Date of Birth: 15th September, 1978

Languages Known: English, Tamil, Malayalam and Hindi

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