



Sunny Rajput

Engagement Enthusiast

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A dynamic, detailed and result-oriented professional with over 8 years of career progression in Operations Management and Business Development. Proven effective leader skilled in development and oversight of high-performing, multi-disciplined and quality-oriented teams. Adept problem solver, employing creativity and innovation to overcome challenging and complex issues across employees, processes and costs. Focused and meticulous in all financial and regulatory compliance objectives to strategically plan and execute budgets, forecasts, cost-reduction techniques and safety initiatives. Well-versed in employee, vendor and partner relations and experienced in implementing procedures and service standards for business excellence.

WORK EXPERIENCE

Operations Manager LeggoME.com

06/2017 - Present Dubai, United Arab Emirates
One of the fastest growing E-Commerce Marketplace website in the UAE dealing with Multiple Vendors through multiple products and SKU's

Achievements/Tasks

- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands and day to day operations
- Responsible for forecasting and meeting operational goods through leading a team while working closely with internal stakeholders to coordinate and manage operations.
- Deployed and monitored processes to boost long-term business success and increase profit levels by 15% with the help of implementing efficient products, reducing discrepancies and improving processes.
- Develop content for dissemination via press releases, social media, websites, digital marketing other distribution channels.
- Responsible for directly working with supply chain teams, catalogue teams, fulfillment teams to help improve the process and implement the tools that affect catalogue management systems.
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency.
- Responsible for hiring, mentoring, implementing of individual developments plans and tracking of career paths of over 50 administrative staff. Spearheaded department training for appraisals of new components.
- Routinely increased ROI for partnering facilities by using Web Analytics & Specific Content Management along with generating traffic by using Google Adwords, Facebook Business Manager and Instagram for Business tools.
- Monitor online and offline campaigns, and report on results. Build and manage the organization's social media profile
- Managing marketing activities based on planning, performance, analytics and consumer buying cycles

Business Development & Operations Manager New Mega City General Trading LLC

06/2010 - 06/2018 Dubai, United Arab Emirates
One of the leading Importers & Exporters of Electricals & Lighting & LED Solutions in the Middle East with a vast experience in FMCG Food & Beverages

Achievements/Tasks

- Implementing policies and standard operation procedures for continuous improvement. Provided excellent customer care to maintain and improve customer relations, strengthen loyalty and increase product and service sales
- Increasing the customer database by over 5000 vendors in the whole U.A.E. Region
- Implementing ticket tracking system and worked with IT Team to create customized system for improved tracking and logging of work issues
- Implemented processes that simplified procedures and reduced average processing time by 24 hours for 60% of customers annually
- Grew sales numbers by AED 700,000.00 through skilled sales support for new and existing customers

TECHNICAL SKILLS

Microsoft Office	<div><div></div><div></div><div></div><div></div><div></div></div>
Data Analysis	<div><div></div><div></div><div></div><div></div><div></div></div>
Budgeting and Forecasting	<div><div></div><div></div><div></div><div></div><div></div></div>
Cloud Computing	<div><div></div><div></div><div></div><div></div><div></div></div>
Project Development and Life Cycle	<div><div></div><div></div><div></div><div></div><div></div></div>
Vendor Sourcing	<div><div></div><div></div><div></div><div></div><div></div></div>
Key Performance Indicators	<div><div></div><div></div><div></div><div></div><div></div></div>
Time Management	<div><div></div><div></div><div></div><div></div><div></div></div>
Six Sigma	<div><div></div><div></div><div></div><div></div><div></div></div>
Lean Management	<div><div></div><div></div><div></div><div></div><div></div></div>

EDUCATION

BA (Hons) Business Management with Major in Marketing & Minor in Law Kingston University

06/2007 - 06/2010

London, United Kingdom

Courses

- | | |
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| - Strategic Management & Operations | - Business Law |
| - Marketing Analysis | - Project Management |

LANGUAGES

English	<div><div></div><div></div><div></div><div></div><div></div></div>
Hindi	<div><div></div><div></div><div></div><div></div><div></div></div>
Arabic	<div><div></div><div></div><div></div><div></div><div></div></div>

INTERESTS

Reading

Technology

Traveling

Cars

Food