
SHREYASH GADHIYA

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Professional Summary

Dedicated Operations Manager and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity. Communications and relationship management professional with strong background enhancing cross-functional collaboration. Skilled in establishing strong channels of communication between departments. Skilled Operations Manager talented at improving team performance through innovative management techniques. Offers thoughtful, comprehensive and constructive feedback to staff members to promote productivity and company loyalty.

Key Skills

- Operational Management
- Goal development planning
- Customer retention
- Team building and motivation
- Vendor management
- Employee guidance and Staff Management
- Database Management
- Public speaking and Relationships
- Team Management
- Business development and planning
- Data review and analysis
- Networking abilities
- Process improvement
- Stakeholder relationship management
- Financial administration

Professional Experience

AREA MANAGER OF OPERATIONS | 06/2024 - Current

Machint Solutions - Rajkot, India

- Coordinated training programs for newly hired staff members, providing them with the necessary skills needed for success in their roles.
- Created reports outlining operational performance metrics for senior management review.
- Analyzed financial data to identify areas of improvement and monitored spending trends across multiple locations.
- Collaborated with other managers to develop plans for new initiatives and projects.
- Provided leadership and guidance to staff members in order to ensure the efficient operation of all departments.
- Conducted regular meetings with department heads to review performance indicators, discuss issues and concerns and provide feedback.
- Educated employees on corporate policy and procedure compliance to facilitate improved operations outcomes.
- Managed operational activities of multiple branches, ensuring compliance with company policies and procedures.

- Visited regional locations to verify full functionality and operational effectiveness.
- Coordinated equipment sales and service functions to enhance efficiency and deliver optimum customer service.
- Oversaw the recruitment process for new staff members including interviewing and training.
- Collaborated with other departments such as Human Resources or Marketing on initiatives related to Area Management duties.
- Established strong relationships with vendors to secure competitive pricing and best quality services.
- Monitored and evaluated district performance to ensure goals were met.
- Provided guidance on the implementation of new policies and procedures in area.
- Streamlined operational efficiencies by successfully hiring top talent driving productivity.

ASSISTANT MANAGER SALES & OPERATIONS | 08/2022 - 06/2024

Aakash Educational Services Limited - Gandhinagar

- Worked in matrix management environment with oversight of division level managers, operations, sales, finance, human resources, safety and compliance
- Identified areas of improvement in the organization's HR operations processes and procedures.
- Managed employee relations issues such as grievances, disciplinary action, and termination notices.
- Developed employee orientation and training programs for new hires.
- Developed and maintained effective relationships with suppliers and vendors
- Institute management operations, resulting in greater productivity and higher levels of customer satisfaction
- Responsible for hiring, training and performance management of administering employees
- Reported on workplace health and safety compliance to superiors.
- Created reports on sales trends, inventory levels, and financial data.
- Managed customer service inquiries and complaints in a timely manner.
- Analyzed business performance data and forecasted business results for upper management.
- Assisted in developing promotional materials to support marketing campaigns.
- Developed and implemented successful sales strategies to maximize profits.
- Ensured compliance with company policies and procedures related to sales operations.
- Organized special events such as promotional activities and discounts.
- Analyzed sales data and identified opportunities for improvement.
- Developed and implemented sales strategies to increase customer base.
- Created reports detailing daily, weekly, and monthly sales figures.
- Helped sales professionals finalize customer sales and handled escalated concerns.

REGIONAL MANAGER - OPERATIONS | 01/2022 - 08/2022

Infocrunch Campaign Pvt Ltd - Gandhinagar

- Fair to thorough understanding of socioeconomic and political landscapes of the country
- Managerial acumen with a natural knack at driving teams and achieving collaborative objective
- Stakeholder management across the organization's hierarchy with a demonstrated ability to coordinate and work with leadership and baseline workforce alike
- Organized and planned meetings with high-level political appointees and elected officials
- Analyzed policy to review selected operations, programs and practices using data-driven approach to identify areas of concern and devise improvements
- Directed a team of over 50+ employees, gaining extensive experience in team management, project coordination, and operational efficiency.
- Developed and maintained strong working relationships with industry lobbyists, elected officials, regulators and government staff to advocate effectively for legislative and regulatory policy goals

EMERGENCY MANAGEMENT EXECUTIVE - OPERATIONS | 03/2018 - 01/2022

GVK Emergency Management and Research Institute

- Improved the realization of organizational objectives by effectively communicating department goals, organizational objectives, and industry trends.

- Managed a team of over 80 employees, gaining extensive experience in team management, project coordination, and operational efficiency.
- Maximized throughput, patient satisfaction, and staff efficiency by developing and implementing optimized care models.
- Reviewed operational plans from other locations to identify and implement local system improvements.
- Resolved problems, enhanced operations, and provided exceptional service.
- Created and maintained spreadsheets using Microsoft Excel for daily, weekly, and monthly reporting.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Built and strengthened relationships with area governments, including district collectors and health departments, to manage effective planning and implementation of emergency response strategies.
- Managed stakeholder and vendor relationships to ensure alignment with organizational goals and successful project outcomes.
- Maintained fleet of vehicles, including scheduling preventative maintenance and repairs.
- Developed and implemented policies and procedures for fleet operations.
- Created reports on vehicle utilization, mileage tracking and other metrics as needed.
- Performed accident investigations to determine cause and liability.
- Managed daily operations of the fleet department including staffing, scheduling and performance management.

SR. SALES EXECUTIVE | 09/2017 - 03/2018

Reliance Jio Infocomm Pvt Ltd

- Analyzed past sales data and team performance to develop realistic sales goals
- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close
- Executed local, regional and national marketing and branding initiatives to drive sales within existing and prospective accounts
- Developed sales strategy based on research of consumer buying trends and market conditions
- Directed sales support staff in administrative tasks to help sales reps close deals
- Researched sales opportunities and possible leads to exceed sales goals and increase profits

FIELD DEVELOPMENT EXECUTIVE | 03/2016 - 09/2017

Maahi Milk Producers Company Ltd

- Training And Development to the farmer for higher milk production, resolved issued of farmers related to the company, coordination with 100 villages and more than 4000 farmers and Filed observation to collect clean milk from all milk puling point
- Used coordination and planning skills to achieve results according to schedule
- Drove operational improvements which resulted in savings and improved profit margins

Education

Saurashtra University at Rajkot - Master of Social work in Social work

04/2014

Saurashtra University at Rajkot - Bachelor of Commerce in Accounting and Finance

04/2012

GSHSEB at Gandhinagar - HSE in Commerce

04/2009

GSEB at Gandhinagar - SSC

02/2007

Hobby

Reading, Travelling, Cricket

Personal Information

- Date of Birth: 12/14/1991
- Gender: Male
- Nationality: Indian
- Marital Status: Married