

HARSHIDA GANATRA

+91-8401082681

harshidaprajapati4@gmail.com

Dynamic and results-driven Operations Manager with over 7 years of experience in diverse industries including packaging, healthcare, and retail. Adept at streamlining operations, improving efficiency, and delivering exceptional customer satisfaction. Proven expertise in managing domestic and export operations, developing strategic business plans, and leading cross-functional teams. Seeking to leverage my skills to contribute to operational excellence and growth.

Key Highlights

- Successfully managed daily sales operations for both domestic and export markets, ensuring compliance and on-time deliveries.
- Developed and implemented comprehensive sales performance analysis, identifying market trends and growth opportunities.
- Enhanced customer satisfaction by effectively addressing client concerns and maintaining seamless communication.
- Spearheaded social media marketing campaigns, boosting brand visibility and engagement.
- Demonstrated strong leadership in managing teams, resolving conflicts, and achieving organizational goals.

EXPERIENCE

OPERATION MANAGER

Gujarat Packaging Industries, Rajkot, Gujarat

Feb 2024 – Present

- Oversee daily sales operations, maintaining accurate records for new, dispatched, pending, and delivered orders.
- Manage export operations, ensuring compliance with international regulations and timely delivery.
- Conduct detailed sales data analysis, providing actionable insights on top-selling products by city and state.
- Develop and deliver company presentations for marketing and investment purposes.
- Resolve client and staff complaints, fostering a productive and harmonious work environment.
- Manage company's social media platforms, creating and sharing content to enhance brand presence.

OPERATION MANAGER

Advino Healthcare Pvt. Ltd., Ahmedabad, Gujarat

Feb 2020 – Dec 2023

- Led the Operations Department, addressing client inquiries and ensuring smooth workflows.
- Collaborated with accounting to oversee inventory management and accurate financial reporting.
- Contributed to business growth as a Business Development Executive, formulating strategies to achieve goals.

Operations and Accounting Executive

Shudh Jivan Retail Pvt. Ltd. (GreenoBazaar.com), Ahmedabad, Gujarat

Mar 2018 – Jan 2020

- Managed accounting functions and financial records.
- Oversaw inventory management and logistics, ensuring seamless operations.
- Coordinated B2B and B2C sales efforts, driving revenue growth.
- Developed and implemented business strategies for operational efficiency.

EDUCATION

YEAR 2018

MBA IN FINANCE (MASTER OF BUSINESS ADMINISTRATION), K.S.SCHOOL OF BUSINESS MANAGEMENT (3.8 GPA OUT OF 5)

YEAR 2013

GHSEB, HIRABA HIGHER SECONDARY SCHOOL (76.4%)

SKILLS

- | | |
|---|------------------------------------|
| • Operations Management | • Customer Relationship Management |
| • Supply Chain and Inventory Management | • Data Analysis and Reporting |
| • Strategic Planning and Execution | • Social Media Marketing |
| • Business Development | • Adaptability and Problem-Solving |
| • Team Leadership and Conflict Resolution | • Training and Development |

PROJECTS

- | | |
|-------------------------|-----------------------------------|
| • Company research | : Air Pollution Control Equipment |
| • Market research | : Hair conditioner |
| • Financial feasibility | : Cabs Services |

Objective

Seeking a challenging position, where I can utilize my operational expertise, strategic planning, abilities, and leadership skills to enhance efficiency, drive growth, and contribute to the organization's commitment to quality and community values.