

# Modita Sharma (Operation Supervisor)

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## Professional Summary:

Dynamic and results-driven Business Operations Supervisor with over 3 years and 7 months of experience in strategic business analysis, operations management, and project leadership. Adept at collaborating with stakeholders to design and implement business strategies that optimise processes, enhance productivity, and drive growth. Proven ability to streamline operations, deliver actionable insights, and guide successful implementation of key initiatives. Recognized for excellent problem-solving skills, leadership, and a data-driven approach to decision-making.

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## Skills:

- **Tools:** Wati, Delight Chat, Asana, Mailchimp, Canva, Google Sheets, Ms Excel, Powerpoint, Ms Word.
  - **Language:** Hindi (Written & Spoken) and English (Written & Spoken)
  - **Soft Skills:** Smart Working, Leadership, Team Management, Work Ethics, Adaptative with positive attitude, Problem solving, Ability to work in a team, Multitasking.
  - **Hard Skills:** Strategic Planning, Operations Management, Business Analysis, Project Management, Stakeholder Management, Risk Management, Process Improvement, Data Analysis, Change Management, Reporting & Presentation, Market Research & Competitive Analysis, Budgeting & PO Management, Vendor and Customer Relationship Management.
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## Work Experience:

### Charitism, Jaipur -

#### Business Operations Supervisor October -2022 - May 2024

- Collaborated with founders and business leaders to develop strategic initiatives, optimising business performance.
- Conducted market research and business analysis to identify challenges and opportunities, providing data-backed insights to support decision-making.
- Managed automation projects and improved business processes, driving efficiency and performance improvements.
- Developed comprehensive business plans, including financial modelling, forecasting, and budgeting.
- Led cost-saving initiatives across operations, ensuring effective resource allocation and expense control.
- Analysed operational workflows to identify inefficiencies, proposing solutions for process optimization.
- Provided leadership and mentorship to junior staff, driving team performance and development.
- Directed project implementations, from initial planning through to successful completion, ensuring alignment with strategic business objectives.
- Prepared and delivered reports and presentations for C-level stakeholders, outlining key business insights, risks, and recommendations.
- Managed vendor relationships, ensuring successful execution of campaigns and projects within budget and timeline constraints.
- Resolved complex customer issues, maintaining satisfaction through efficient issue management.

### Charitism, Jaipur -

#### Senior Operations Executive October 2021 - October 2022

- Oversaw daily operations, ensuring smooth management of inventory, financial oversight, and donation allocation to partnered NGOs.
- Led the Virtual Volunteering Program, managing volunteer induction, inquiries, and result tracking.

### Charitism, Jaipur -

#### Operations Intern October 2020- October 2021

- Supported daily operational activities and handled customer inquiries across various platforms.
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## Education:

### MDS University Ajmer Rajasthan (2022)

Masters in Economics Administration & Financial Management

### SAMRAT PRITHVIRAJ CHAUHAN GOVERNMENT COLLEGE, AJMER (2020)

Bachelor of Commerce

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