SANJANA SHARMA

Operations Manager

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Star Square, Indore, M.P.

SUMMARY

I am an Experienced Operations and Management professional with 3 years and 9 months of hands-on experience in the management field. Led teams in coordinating projects and initiatives, ensuring smooth communication and optimized workflow management. Proficient in implementing various management tools and strategies to streamline operations and enhance productivity. Successfully improved processes and procedures, resulting in enhanced efficiency and higher performance. Skilled in promptly addressing feedback and resolving issues to maintain positive professional relationships and drive organizational success.

EDUCATION

MBA in Marketing & Operations
BM Group of College, Indore || 2020-2022

B.Com (Computer Applications)
Dayanand Saraswati College, Shajapur
2016-2019

SKILLS

- **Software Skills** - CRM, SAP, Labyx, DrKlick, Tally.
- **Additional Skills** - MS Office, Team Management.

CERTIFICATIONS

- Diploma in Computer Applications (D.C.A) || 2016-2017
- Tally ERP 9 (3 Months Course)

PROFESSIONAL EXPERIENCE

docMEP (Medical Education Platform)
Operations Manager | December 2020 - December 2023

- Led the team in coordinating with registered dentists to deliver essential digital course content, ensuring seamless communication and optimized workflow management.
- Provided oversight in lead generation and conversion processes, optimizing strategies for enhanced efficiency and conversion rates.

TeethFast Dental Labs
Operations Manager | December 2020 - December 2023

- Implemented Labyx software for efficient data management and account handling of all the dentists.
- Effectively addressing feedback and complaints from dentists across the board, ensuring prompt resolution and maintaining positive professional relationships.

ES Infraserve Pvt. Ltd.
Operations Executive | March 2020 - November 2020

- Working in SAP software to streamline sales processes and optimize operations within the Sales and Distribution module efficiently.
- Generated detailed sales reports using Microsoft Excel, meticulously organizing and analyzing sales data to provide actionable insights.