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|  | **Stanley Jones INJETI** |  | **E :**stanjones78669@gmail.com  **P :**9885861267  **A :**Hyderabad, India 500055  **A :**Hyderabad, India 500055  **WWW :**[Bold Profile](https://bold.pro/my/stanleyinjeti/709) |  |

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| |  |  | | --- | --- | | **❘** | **Professional Summary** |   Forward-thinking Operations Specialist bringing 7 years of expertise in Operations management for IT sector businesses. Cultivates rapport with individuals to optimize project goals and output, resolve complex problems and deliver innovative improvement strategies. Proficient in MS Excel, Google Spreadsheets, Python, MS SQL, PowerBi and Lookerstudio.   |  |  | | --- | --- | | **❘** | **Work History** |   **Accenture** - ***Operations Team Lead***  Hyderabad, India • 04/2017 - Current   * Motivated and trained employees to maximize team productivity. * Enhanced operational performance and reduced labor expenses by developing and optimizing standard practices. * Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness. * Encouraged and promoted ideas aligned to business needs and benefits. * Evaluated team member performance and productivity, provided feedback and implemented corrective actions. * Conducted root cause analysis in deficient areas to identify and resolve issues. * Analyzed department metrics and performance and reported findings to management. * Devised and implemented processes and procedures to streamline operations. * Maintained overall safe work environment with employee training programs and enforcement of safety procedures.   **Sykes Enterprises** - ***Customer Service Representative***  Hyderabad, India • 09/2015 - 02/2017   * Provided primary customer support to internal and external customers. * Responded to customer requests for products, services, and company information. * Updated account information to maintain customer records. * Answered constant flow of customer calls with minimal wait times. * Clarified customer issues and determined root cause of problems to resolve product or service complaints.  |  |  | | --- | --- | | **❘** | **Accomplishments** |  * Used Microsoft Excel to develop automated shrinkage and productivity tracking spreadsheets. * Supervised team of 32 team members with low attrition by focusing on team engagement and relationship building. * Awarded "Best Team Leader - Operations" in the years 2021, 2022 * Collaborated with team of 8 in the development of Central Dashboard for the project using Lookerstudio and PowerBI. |  | |  |  | | --- | --- | | **❘** | **Skills** |  * Strong team-building skills * Proficient in MS Excel, Google Spreadsheets, PowerBI, Lookerstudio to automate monitoring of daily operations * Able to effectively assess operational inefficiencies * Competent at social, oral, and written communication * Exceptionally talented at devising appropriate goals * Strong team-building skills * Proficient in MS Excel, Google Spreadsheets, PowerBI, Lookerstudio to automate monitoring of daily operations * Able to effectively assess operational inefficiencies * Competent at social, oral, and written communication * Exceptionally talented at devising appropriate goals  |  |  | | --- | --- | | **❘** | **Education** |   **ST PETER'S ENGINEERING COLLEGE**  Hyderabad • 07/2015  ***B-Tech*** : Computer Science   |  |  | | --- | --- | | **❘** | **Certifications** |  * Certified Secure Computer User - EC Council, 2017 * Certified Ethical Hacker - EC Council, 2017 |