

Contact

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Top Skills

Microsoft PowerPoint
Skill Development
Product Management

Certifications

Introduction to Blockchain Technologies
The Future of Payment Technologies
Digital Competition in Financial Services
Forensic Accounting and Fraud Examination
PRINCE2 Agile® Foundation & Practitioner

Niharika Swaminathan

Operations | Prod Manager | BA
Mumbai, Maharashtra, India

Summary

15+ years of experience in Education Industry in middle management level.

Recognized for :

Set-up systems and operationalize the processes
Data driven suggestions to the stakeholders
Build & Manage & train Teams
Device Training and Testing processes.
Events planning and implementation
Delivery of Academic & Non-Academic Sessions
MIS (Include Qualitative & Quantitative)
Yearly Marketing & COmmunication Planning & Budgetting
(including Digital Marketing)
Content writing (Travel , Healthy Life style + Fashion + Life experiences , Blogs & Vlogs on General topics)

Experience

T.I.M.E. (Triumphant Institute of Management Education)
16 years 4 months

Head of Operations

June 2016 - Present (7 years 7 months)

Mumbai Area, India

Operations & Delivery management: Planning – Strategy – Process improvement – Delivery – Building alliance – Escalations – Client servicing – Team building.(Includes IT related suggestion to improve the processes)

Process management: Automation – Streamlining – Optimizing – Client satisfaction.

People management: Training and mentoring – Employee engagement.

Business development: Formulate strategies (via Analytics) – Business relationships management – Business retention – Improving conversion – Account management.

Awareness: In Social Media

MIS : Qualitative & Quantitative analytics to make key decisions

Head Of Department

December 2013 - May 2016 (2 years 6 months)

Mumbai Area, India

MIS:

Quantitative

Qualitative

Build & Manage Teams:

I have been recruiting and managing a team of senior executives

Activity chart for the team for being cost effective and would reduce TAT

Developing processes and executing the same.

Achievement:

Formulation & Execution of Status Grid – Helps to understand real time status.

Devising and Implementation of automated People payment system.(Team of 185 members)

Product Operations

June 2009 - November 2013 (4 years 6 months)

Mumbai Area, India

MIS:

Quantitative

Qualitative

Ensure all branches have similar pitch.

Product Training at regular intervals.

Yearly Marketing & Communication Plan.

Assistance to achieve target

Assistant Manager

September 2007 - May 2009 (1 year 9 months)

Mumbai Area, India

Assisting in achieving sales targets through service

Soft Skill Training

Service

A key role in planning and implementation of the promotional event (The largest quiz in the world ever certified by Guinness book of world record)

Education

Chetana's Institute of Management & Research

PDGBM, Marketing · (2005 - 2007)

St. G. G. College of Arts and commerce

Bachelor's degree, Business/Commerce, General · (2000 - 2004)