



# MIRNAL SINHA

## OPERATIONS MANAGER

Experienced Operations Manager with strong supply chain, logistics, and quality control knowledge. Have Implemented process improvements to increase productivity, developed teams, and built relationships with stakeholders, vendors, and customers.

## EXPERIENCE

2022 Feb -  
Present

### **Dough & Cream Private Limited** **Operations Manager**

- Oversee daily operations at multiple QSR locations
- Manage a team of employees and focus on maintaining high standards for quality and customer service.
- Improve operational efficiency and increase sales revenue
- Develop restaurant staff skills through coaching and training
- Manage reports, conduct research work, and analyse data to make informed business forecasts.
- Responsible for preparing reports on financial performance, employee productivity, and customer satisfaction.
- Analyse data to identify areas for improvement and implement solutions to enhance operational efficiency and increase sales revenue.
- Manage ERP operations to ensure smooth operations across departments
- Assisted in Pop up stores across Delhi NCR for branding and brand awareness programs.

2021 Aug -  
2022 Jan

### **Customer Support**

- Reduced customer complaints by 50%.
- Developed and implemented successful customer service training programs.
- Streamlined customer service process to reduce response time.
- Exceeded monthly sales targets.

## EDUCATION

2021 -  
Present

### **Delhi University - SOL**

Pursuing B.Comm

2017 -  
2018

### **M.C.L.SARASWATI BAL MANDIR**

12th Grade in Commerce + Maths

2016 -  
2017

### **Delhi University - SOL**

10th Grade with an aggregate of CGPA 8

## SKILLS

- Supply chain management
- Logistics and inventory management
- Process improvement and optimisation
- Project management
- Data analysis and reporting
- Team leadership and development
- Budget management and financial analysis
- Communication and interpersonal skills
- Adaptability and problem-solving skills
- Strategic planning and execution
- Softwares - Excel, POS, Power BI

## INTERESTS

- Volunteer work or community involvement
- Traveling and exploring different cultures
- Music and dance