



# Puneet Kohli

Senior Operations Specialist

## Profile

Experienced Senior Operations Specialist with an impact of team building and driving operational excellence. Adept at project management, vendor coordination, and event administration. Skilled in strategic planning, problem-solving, and ensuring seamless operations. Proven ability to thrive in high-pressure environments and deliver exceptional customer service. Known for successfully managing employee and community programs, demonstrating a commitment to fostering a positive work culture and achieving operational objectives.

## Employment History

### Senior Operations Specialist at SHL (India) Private Limited, Mumbai

August 2020

- Managing a panel of 40 Senior level external associate based in the open consultant market. Working with them on scheduling , invoicing, contractual process , travel bookings, single point of contact related to all types of project queries.
- Assisting in project management, requirements such as setting up meetings, sharing data with Associates , fulfilling all physical material requirement for projects, connecting with client spoc for final setup.
- Project manager for open batch projects (Multiple clients in single projects)
- Working with multiple teams on inventory management , PO Process , invoicing of Associates and vendors , Travel desk , collections department for project cost & data management.
- Office operations and event management for Mumbai based office location.

### Operations Specialist at CEB India (SHL India), Mumbai

March 2016

- Working on digital platforms for setting up online test for hiring and development.
- Working on inventory of tools, data management of usage of tools and on -time scheduling of associates and employee travel desk.
- Organizing community events and internal events for Mumbai office.
- Coordinated with logistics teams to ensure timely delivery of goods and services to customers. Collaborated with stakeholders to identify and resolve operational issues, resulting in improved customer satisfaction
- Developed and implemented a new inventory management system which reduced stock outages by 50%

## Details

Lodha Amara Complex ,  
Building 14 , Wing C , 18th Floor  
,1805 , Kolshet.  
Thane, 400607  
India  
9022699954  
[puneetkohli0@gmail.com](mailto:puneetkohli0@gmail.com)

Date / Place of birth

27/10/1992

Mumbai

Nationality

Indian

## Links

[www.linkedin.com/in/puneet-kohli-70977](https://www.linkedin.com/in/puneet-kohli-70977)

## Skills

Time Management

Leadership Skills

Customer Service

Ability to Multitask

Fast Learner

Project management

Ability to Work Under Pressure

Problem Solving Skills

## Languages

Hindi

English

Marathi

## Hobbies

Cricket, football.

- Created a comprehensive set of operational procedures that improved accuracy and efficiency, resulting in a 100% reduction in errors

### **Store Manager at Khushbu Plast, Thane**

March 2012 — April 2014

Order processing, scheduling , deliveries of goods, client discussion, Sales tracker and collections.

Inventory management and warehouse process to be managed along with a team.

working with team for purchase of products and connecting with vendors.

## **Education**

### **MMS , Lala Lajpatrai institute of Management, Mumbai**

June 2014 — April 2016

Graduated with honours with a specialization in the field of Management Operations.

### **BMS, NG Bedekar college , Thane**

June 2010 — April 2013

Graduated with a specialization in marketing

## **Internships**

### **Intern at Jet Airways, Mumbai**

May 2015 — July 2015

- Project on how to streamline the process at the Engineering and Maintenance department of an aircraft.
- Working with aircraft hanger team of mechanics in understanding the turnaround time of each aircraft during the maintenance period.

## **Applications**

Worked on apps such as Certify, SFDC, Coupa , Infor, DocuSign, Jira.