

SWARNALI DAS

Process Manager (East) in Operations

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Seeking a challenging leadership role where strategic execution, process optimization, and people development contribute to organizational growth and service excellence with a proven ability to streamline processes, manage escalations, drive operational excellence, and deliver data-backed MIS insights.

Core Competencies

Operations Management

Process Excellence & Optimization

SOP Compliance & Internal Audits

Escalation & Stakeholder Management

Succession Planning

MIS Reporting & Data Analysis

Human Resources Operations

Learning & Development (L&D)

Performance Management & Coaching

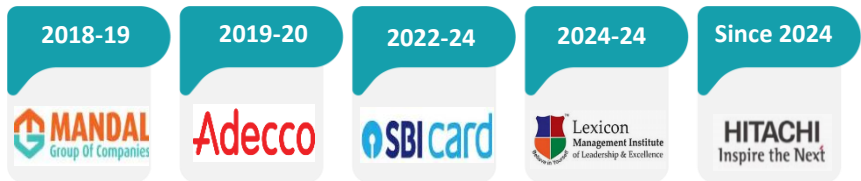
Risk, Compliance & Governance

Cross-Functional & Regional Coordination

Profile Summary

- Results-driven Operations & Process Management Leader with 6+ years of cross-industry experience spanning cash management operations, HR operations, learning & development, and compliance governance, successfully managing large, geographically distributed teams across the East region.
- Expert in Operational Excellence & Process Optimization, with a proven track record of driving SOP adherence, internal audits, risk mitigation, and turnaround time reduction through structured monitoring, escalation management, continuous improvement initiatives.
- Strategic Stakeholder & Escalation Manager, adept at acting as a critical liaison between Head Office, branch operations, clients, vendors, and cross-functional teams to ensure seamless communication, service continuity, and high customer satisfaction.
- Strong People Leader & Capability Builder, experienced in workforce planning, training design, induction programs, performance coaching, knowledge assessments, and employee engagement initiatives that enhance productivity, accuracy, and retention.
- Data-driven Decision Enabler, skilled in preparing and publishing high-impact MIS, operational dashboards, and analytical reports using advanced Excel (Pivot, VLOOKUP), enabling leadership with actionable insights and performance transparency.
- Strong expertise in process excellence and optimization, driving SOP adherence, conducting internal audits, and implementing continuous improvement initiatives to enhance efficiency, quality, and compliance across operations.
- Adept at escalation and stakeholder management, with a strategic focus on succession planning, ensuring leadership continuity, team readiness, and seamless business operations while aligning people, processes, and performance goals.

Career Timeline



Work Experience

Hitachi Cash Management Pvt. Ltd.
Process Manager (East) in Operations

Since Sep'24

Key Result Areas:

- Continuously monitoring and optimizing workflows across the East region to ensure seamless operations, adherence to SOPs, and elevated service delivery standards.
- Conducting ongoing internal audits, compliance reviews, and risk assessments to safeguard process integrity and regulatory adherence.
- Proactively resolving high-priority operational and client escalations, ensuring swift turnaround and enhancing stakeholder satisfaction.
- Streamlining and reengineering operational processes, integrating best practices, and leveraging automation to boost efficiency and productivity.
- Designing, generating, and analyzing daily, weekly, and monthly MIS reports to provide actionable insights and inform strategic decisions.
- Acting as the key liaison between Head Office and branch operations, fostering effective communication, alignment, and synergy across teams.
- Designing and delivering targeted training modules, knowledge checks, and skill assessments to upskill teams and enhance performance metrics.
- Planning, coordinating, and overseeing projects end-to-end, allocating resources effectively, and mitigating risks to ensure on-time, on-budget delivery.
- Building and sustaining strategic relationships with clients, partners, and vendors, while ensuring adherence to contractual and regulatory obligations.
- Analyzing operational data, identifying trends and inefficiencies, and executing improvement initiatives to optimize processes, reduce turnaround times, and drive organizational growth.

Education

- 2024
Post Graduate in Media and Advertisement
Welingkar Education, Mumbai
- 2018
MBA+CMBA (Cardiff University, UK)
Universal Business School, Mumbai
- 2014
B.Sc.
Burdwan University, West Bengal

Certifications



Professional in Human Resources (PHR) Certified.



Best Cultural Secretary (Awarded for 3 consecutive years) by Burdwan University.



Certified in Music from Sa Re Ga Ma Music Academy, Mumbai.



Certified in Performing Arts from Roopangan Foundation, Mumbai.



Pursuing Post graduate course in A.I (Data science, Data analytics, Machine learning etc).

Technical Skills

Microsoft Office Suite: MS Word, MS Excel, PowerPoint, Vlookup, Pivot)



Personal Details

Languages Known: English, Bengali & Hindi

Address: Nabagram, Konnagar, Hooghly, Pin - 712246

Passport No.: M2476626

Driving License No.: - WB1720220000732

- ⌚ Led the design and implementation of optimized SOPs, reducing process deviations and enhancing compliance.
- ⌚ Strengthened risk management frameworks and governance processes across business units, mitigating operational and regulatory risks with enhanced control coverage.
- ⌚ Managed critical escalations and cross-functional stakeholder engagements, ensuring timely resolutions & maintaining high client satisfaction, improving SLA adherence.
- ⌚ Leveraged analytical insights to identify process bottlenecks and implement corrective measures, optimizing cross-regional coordination and enhancing team efficiency.

Lexicon Management Institute of Leadership and Excellence Assistant Manager

Mar'24 - Aug'24

Key Result Areas:

- ⌚ Orchestrated end-to-end recruitment processes, including strategic job postings, meticulous candidate screening, and seamless interview coordination, resulting in a robust talent pipeline aligned with organizational needs.
- ⌚ Designed and executed comprehensive onboarding and orientation programs, accelerating new hire assimilation and enhancing employee engagement from day one.
- ⌚ Maintained accurate employee records and ensured strict adherence to labor laws and regulatory compliance, mitigating organizational risks.
- ⌚ Supported performance appraisal cycles and facilitated targeted employee development initiatives, fostering a culture of continuous learning and high performance.
- ⌚ Spearheaded employee engagement activities and implemented effective conflict resolution strategies, enhancing workplace morale and retention.
- ⌚ Partnered with management to identify human capital requirements and drove HR strategic initiatives, aligning workforce planning with organizational objectives.
- ⌚ Analyzed HR data, generated actionable insights, and prepared comprehensive reports for senior leadership, enabling data-driven decision-making.
- ⌚ Managed the end-to-end student admission lifecycle, from initial inquiry to enrollment, coordinated outreach initiatives, and ensured compliance with academic standards, while supervising and mentoring administrative teams to optimize operational efficiency.

SBI Card (Quess Corp Pvt. Ltd.) Executive (L&D)

Sep'22 - Feb'24

Key Result Areas:

- ⌚ Drove participant engagement through strategic employee engagement initiatives and weekly motivational activities, fostering a positive workplace culture and strengthening employee-employer relationships.
- ⌚ Evaluated and implemented diverse training delivery methods, including in-person and virtual formats, enhancing training efficiency and knowledge retention across teams.
- ⌚ Conducted targeted performance coaching sessions, facilitated refresher training programs, and tracked individual development needs, resulting in measurable improvements in staff efficiency and competency.
- ⌚ Monitored training attendance, assessment results, retraining requirements, while preparing administrative and performance reports to guide management decisions.
- ⌚ Collaborated on goal setting and strategic workforce planning, ensuring alignment of training initiatives with organizational objectives & continuous employee skill enhancement.

Bounce India (Adecco India Pvt. Ltd.) HR Operations & Development

Oct'19 - Jul'20

Key Result Areas:

- ⌚ Led end-to-end talent acquisition initiatives, including candidate shortlisting, recruitment process management, and strategic collaboration with leadership to align hiring plans with organizational objectives.
- ⌚ Oversaw HR administrative functions, including onboarding, documentation, payroll assistance, compliance management, and HRIS administration, ensuring seamless HR operations and regulatory adherence.
- ⌚ Administered company-wide compensation and benefits programs, implemented employee wellness and recognition initiatives, and supported succession planning to enhance workforce satisfaction and retention.
- ⌚ Leveraged HR metrics, analytics, and Oracle HR solutions to inform data-driven HR strategies, optimize human capital processes, and support organizational growth and workforce planning.
- ⌚ Managed daily operations across departments, coordinated logistics for promotions, events, and marketing campaigns, and executed projects by aligning resources, timelines, and budgets with strategic goals.
- ⌚ Fostered positive employee relationships, facilitated performance coaching and career development programs, and collaborated with teams to drive engagement, skill enhancement, and leadership development.

Mandal Infrastructure Pvt. Ltd., Mumbai, Maharashtra Assistant HR

Aug'18 - Sep'19

Key Result Areas:

- ⌚ Managed end-to-end onboarding, ensuring adherence to policies, regulations, and coordination with senior management.

- ⊗ Scheduled interviews, facilitated candidate assessments, and coordinated background checks with local authorities.
- ⊗ Conducted seminars, communicated benefits, and promoted work-life balance to boost employee satisfaction.
- ⊗ Maintained attendance, productivity, and HR records while monitoring employee relations and workplace values.

Internships

Mandal Infrastructure Pvt. Ltd., Mumbai, Maharashtra
Industrial Trainee (HR Operations)

Jan'18 – Jun'18

Key Result Areas:

- ⊗ Supervised employee performance, fostering accountability, motivation, and alignment with organizational goals.
- ⊗ Managed end-to-end recruitment, selection, onboarding processes, ensuring seamless integration of new hires into organization.

Sa re ga ma (Sai Baba production Pvt. Ltd.)
Management Trainee

Jun'17 – Dec'17

Key Result Areas:

- ⊗ Assisted in end-to-end production coordination, managing schedules, logistics, and crew communication, while ensuring seamless support and engagement of participants and talent throughout the process.
- ⊗ Conducted market and competitor research to inform show development, tracked budgets and expenses, and supported marketing initiatives to enhance audience engagement and reach.