

Chandar Thakur

SR. Operation Manager

CONTACT ME

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EDUCATION

H.S.C

Maharashtra Board

2014 - 2015

S.S.C

Maharashtra Board

2012 - 2013


SKILLS

Quality Control 

Evaluating
Customer Needs 

Team Management 

Research &
Development 

Problem Solving 

Operations 

WORK EXPERIENCE

2021 - 2022

Senior Operation Manager

Poncho Hospitality Pvt Ltd (Eat Club) | Mumbai

- Comprehensive applied knowledge and expertise, gained at a professional level, in all aspects of the area of focus applicable to the specified role.
- Ability to analyze complex problems, interpret operational needs, and develop integrated, creative solutions.
- Strong interpersonal skills and effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Advanced analytical, evaluative, and objective critical thinking skills
- Organizing resources and establishing priorities.
- Acquire a thorough understanding of key customer needs and requirements
- Ensure the correct products and services are delivered to customers in a timely manner
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics.

Sale's and Quality Control

2019 - 2021

Poncho Hospitality Pvt Ltd (Eat Club) | Mumbai
Executive

- Analyzing the orders and in depth QC of the making process, guiding and communicating effective solutions to the problems. (through camera & physical audits)
- Gaining an understanding of the client's needs and requirements and communicating them and the quality standards to the production teams.
- Devising ways to improve the manufacturing process to ensure higher-quality goods.
- Devising, improving, and reviewing new specifications and procedures for products or processes, and training staff to use them.
- Supervising inspectors, technicians, and other staff members and providing guidance.
- Keeping accurate documentation and performing statistical analysis.
- Gaining feedback from the clients, attending meetings, submitting reports, and assisting external auditors and inspectors.
- Detail-oriented quality control to ensure the manufacturing production lines run smoothly and generate a consistently suitable output of products that meet quality and efficiency standards

Fleet Manager

2016 - 2019

Swiggy | Mumbai

- Offer guidance to contracted drivers on the best ways to maximize their earnings, while delivering a high level of customer service
- Collaborate with human resources and marketing to add quality employee drivers and contracted drivers to the fleet
- Work closely with the maintenance team to find ways to reduce downtime due to repairs or lack of routine maintenance