

SUNNY BHANDARI

Operations Manager | Social Media Specialist | Customer Care Expert

Personal Info

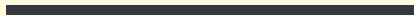
-  sunny.bhandari@gmail.com
-  9818488208
-  B-10 Gali No-1, Tyagi Enclave,
Mohan Garden, Bala Ji
Chowk, Uttam Nagar, New Delhi,
New Delhi, 110059, India

Education

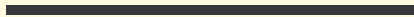
- **B.Com (Pass)**
| Delhi University

Skills

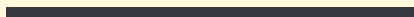
Teamwork



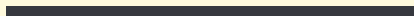
Leadership



Attention to detail

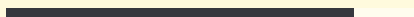


Problem-solving



Languages

Hindi



English



Work Experience

Operations Manager, Helios Packaging Private, Gurgaon

January 2023 - Present

- Developed and implemented production strategies, overseeing the entire production process to ensure efficiency and timely delivery while upholding quality standards.
- Mentored and managed the production team, cultivating a positive work culture through training and leadership.
- Ensured strict compliance with industry standards, regulations, and company policies in all production activities.

Skills: Customer Support · Operations Management

Subject Matter Expert, Upscalio India Private Limited, Gurgaon

December 2021 - December 2022

- Managed diverse social media platforms, driving sales leads and effectively overseeing marketplace panels.
- Conducted quality call monitoring, provided training, prepared SOPs, and supervised social media activities

Skills: Client Services · Customer Support · Customer Service

Senior Customer Service Representative, Autofurnish Trading Pvt. Ltd, New Delhi

August 2020 - November 2021

- Managed inbound/outbound customer inquiries, resolved pre- / post-sales inquiries, complaints, and service requests.
- Focused on customer retention by emphasizing product value and effectively managing logistics and social media platforms.

Skills: Customer Service Representatives · Post-Sales Support · Customer Support