# Priya Nair

Senior Operations Manager

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## Summary

Senior operations manager coordinating service delivery across three technology-support teams. Builds clear operating routines, reviews service measures and works with product and finance colleagues on capacity decisions.

## Experience

Mar 2018 - Present

**Senior Operations Manager**, Example Meridian Technology Services

*Hyderabad, India*

- Coordinated three support teams with 26 colleagues, reviewing workload, escalation ownership and coverage plans each week.
- Standardised queue definitions so weekly reports distinguished new requests, reopened cases and unresolved backlog.
- Piloted a handover checklist that reduced cases missing an assigned owner from 14 to 3 over six weekly reviews.
- Prepared capacity scenarios for the quarterly planning meeting, documenting assumptions and the trade-offs for each option.

Jan 2014 - Feb 2018

**Operations Team Lead**, Example Meridian Technology Services

*Hyderabad, India*

- Led eight support colleagues, planning shift cover and reviewing unresolved cases.
- Introduced a daily handover record for customer commitments and pending escalations.

Aug 2010 - Dec 2013

**Support Operations Analyst**, Example Willow Business Services

*Hyderabad, India*

- Prepared queue reports and investigated inconsistent case categories with supervisors.

## Education

**B.Tech Information Technology** 2006 - 2010

*Example Rivergate Institute*

## Skills

**Operations:** Service delivery, Capacity planning, Escalation management, Operating reviews

**Leadership and analysis:** Team coordination, Process improvement, Metric definitions, Cross-functional planning

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
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