

KRINA NAGDA

Business Operations Manager | Operations Coordinator
Customer Relationship Manager | Account Manager

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Availability: Immediate | linkedin.com/in/krinanagda



PROFESSIONAL SUMMARY

Operations professional with 8+ years leading customer operations, process design, and automation across multiple sectors. Well-versed with MIS reports, data analytics, and project management. I bring a rare mix of process-thinking and emotional intelligence to the table. Currently based in the UAE and available to join immediately.

KEY SKILLS

Coordination & Reporting: Meeting coordination, agendas & minutes, action-item follow-up, cross-department communication, real-time dashboards, KPI tracking, weekly / monthly reports, document control (electronic & physical)
Process & Efficiency: SOPs & policies, workflow improvement, bottleneck identification, process automation, cost & efficiency optimization, quality assurance.
Stakeholder & Vendor Management: Client servicing, vendor onboarding & lifecycle management, invoicing coordination, escalation & complaint resolution, service delivery standards.
Tools & Technology: Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), Proficiency in Google Suite tools (Google Doc, Google Sheet, Google Forms), Zoho Books, Tally, CRM / ERP systems, AI productivity tools.

PROFESSIONAL EXPERIENCE

Senior Manager - Operations | BizExpress Advisors Private Limited | Jan 2024 - May 2026

- Owned end-to-end customer operations across finance, delivery, and support teams; redesigned post-onboarding touchpoints to reduce customer effort and improve turnaround.
- Built real-time dashboards to track SLA, TAT, and KPIs; produced daily, weekly and monthly operational reports for management review.
- Supported the invoicing workflow between finance, clients, and internal teams, ensuring timely follow-up, clean documentation, and clear communication.
- Managed client complaints, protecting retention and service quality; sustained NPS above 60 and a 4.8 Google rating across 2,000+ clients.
- Highlighted operational bottlenecks and rolled out best practices; introduced AI productivity tools to lift efficiency across departments.

Operations Manager | Quantum CorpHealth Private Limited | Nov 2022 - Dec 2023

- Set-up the client-servicing function from scratch and scaled it to a team of 8. Established SOPs for diagnostic-lab (vendor) onboarding, client communication, and training.
- Acted as coordination liaison for Middle East operations, facilitating communication between local and regional stakeholders.
- Increased operational efficiency by 60% by automating vendor onboarding, tracking, and reporting through Google Forms and Sheets.
- Maintained organized electronic filing and record keeping to support audits and compliance; collaborated with marketing and sales on customer-service initiatives.

Operations Manager | Vakilsearch (now Zolvit) | Jun 2017 - May 2022

- Coordinated and mentored a 70+ member team as part of core leadership; ran monthly skip-level reviews and tracked action items through closure.
- Applied root cause analysis (RCA) to recurring complaints and communication gaps, reducing client escalations by 40%.
- Led the integration of three teams, delivering 30% cost savings and CSAT improvement.
- Drove the build of an internal CRM as operations point of contact; efficiency rose 10% post-launch and manual errors were eliminated.
- Implemented data-driven manpower planning. Prepared regular status reports, dashboards, and management summaries to support decision-making.

EDUCATION

Professional Competency Course (CA Inter) | Institute of Chartered Accountants of India (ICAI) | 2008 - 2012
Bachelor of Commerce (B.Com) | Mumbai University | 2008 - 2011

CERTIFICATIONS

Six Sigma - Yellow Belt (In Progress)

LANGUAGES

English (Fluent) | Hindi (Fluent) | Gujarati (Fluent) | Kutchi (Native) | Marathi (Beginner)