



TAJINDER SINGH

Google Project Management Certified

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PROFILE SNAPSHOT

Results-driven Leader with **over 9 years** of experience in operations management, project execution, logistics coordination and stakeholder engagement. Recognized with the IShine Award for operational excellence and process innovation.

- Proven excellence in expanding penetration in new markets, and delivered immediate results producing new business while directing **business development, deal organization, and building credibility and rapport** with new and existing customer/stakeholders.
- Excellence in managing **end-to-end delivery / program / project planning & implementation** from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in line with the guidelines & norms.
- Track record of producing technical & business feasibility studies for project ideas right from collecting **project requirements, metrics documentation, project briefs, end-stage reports and project progress reports**.
- Hands-on with project management methodologies like **Agile (Scrum Basics), Waterfall & Kanban** and project management tools like **Trello, Asana, Smartsheet, JIRA (Basics), ClickUp**.
- Showcased excellence in effectively defining **continuous improvement processes, formulated short- & long-range tactical planning** and improved operational processes to reduce expenses and achieve optimal profitability.
- **Met quality assurance financial objectives** by estimating requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Proven experience in managing **250+ examiners** across **28+ cities** as Senior Operations Executive at IDP Education.
- Proficient in designing **procedures, service standards and operational policies**, planning & executing effective control measures to focus on reducing the running costs of the organization.
- Experienced in monitoring, mentoring & motivating the **workforce** to enhance their efficiencies with excellent communication and **people management** skills for leading personnel towards accomplishment of common goals.



NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

Adani Solar – Site Operations Management:

- Led the complete setup of a new Adani Solar site, overseeing the deployment of **85+ material handling equipment** and onboarding **300+ personnel** per compliance standards.
- Managed end-to-end logistics: **equipment delivery, transportation, documentation, loading/unloading, and workforce mobilization**.
- Directed manpower operations including **rosters, training, documentation, and salary structuring** aligned with Adani policies.
- Acted as **single point of contact** with Adani teams to ensure operational alignment and timely delivery.
- Awarded **₹17,000** for exemplary execution and cross-functional coordination.

IDP Education – Emergency Test Re-planning & Execution:

- Reengineered North Region **IELTS test schedules within 48 hours** following a sudden shift from **VCS to FTF format**.
- Mobilized examiners across regions (South/West) to ensure **zero disruption** in testing operations.
- Honored with the **iShine Award** for operational agility and crisis management.

IDP Education – Examiner Coordination & Stakeholder Management:

- Managed **250+ freelance IELTS Speaking examiners** across **28+ cities**, ensuring smooth operations and timely execution.
- Built scalable scheduling models based on availability, enhancing resource planning and regional test coverage.

IDP Education – Test Planning Optimization:

- Boosted speaking session pre-scheduling from **70% to 95%**, reducing post-session rescheduling to **<5%**.
- Implemented a **standard 14-day advance planning cycle**, improving operational consistency and test-day readiness.



CORE COMPETENCIES

- Strategic Planning & Leadership
- Project/Program Management
- Operations Management
- Cost & Revenue Management
- Risk Management Planning
- Project Charter & Scope Documentation
- Stakeholder Mapping & Communication Plan
- Critical Path Method (CPM)
- SLA/KPI Management
- Resource Management
- Logistics & Vendor Management
- Team Leadership & Training
- Process Optimization & Compliance
- Reporting & Documentation



EDUCATION

- **B.Tech. in Electrical Engineering**, Glocal University, Saharanpur – 2018.
- **Diploma in Electronics, Ganpati Institute of Technology & Management (GITM)**, Bilaspur – 2011.



CERTIFICATIONS & TRAININGS

- Completed **Google Project Management Certificate** from Coursera.

Advanced CAD Training, INIT Call Technologies, Ambala

- Completed hands-on projects: IR Motion Detector, IC741, LM555 circuits.

Internship, Bharat Electronics Limited, Panchkula

- Worked in Advanced Manufacturing Facility; developed an Electronic Voting Machine project.



TECHNICAL SKILLS

- CRM Tools | IAM Kit Registration Systems
- MS Office Suite | Google Workspace
- Test Management & Scheduling Platforms



Assistant Manager Operations

Since Oct 2024: Watrana Rentals Ltd.

Key Result Areas:

- Formulating strategies for maximizing profitability & revenue generation, realizing organizational goals; conceptualized & implemented plans/objectives in sync with vision and mission; ensured performance parameters are under control.
- Partnering with core business operations to increase the company's footprint, expanding market share, and generating sustainable revenue gains.
- Defining project scope, objectives, timelines, and deliverables aligned with organizational goals and client expectations.
- Conducting advance planning for resource mobilisation, manpower deployment; ensuring the execution of projects within time, cost & budgetary parameters.
- Implementing quality standards for various operational areas, implementing quality systems & procedures to facilitate a high-quality experience, while adhering to the Service Level Agreement (SLA).
- Conceptualizing annual business plan & strategies, managing operations from the scratch; defining processes and creating appropriate systems for delegated functioning.
- Building trust relations with key partners and stakeholders and acting as a point of contact for important shareholders.
- Deploying various methodologies to analyze various processes, recommending modifications to minimize escalations, realize operational efficiencies, control variability, costs and reduce cycle-time.
- Evaluating and maintaining track on the performance of the team and providing timely feedback to them.
- Directing end-to-end management and monitoring project progress as per scheduled deadlines for various tasks; steering efforts to ensure timely execution within the stipulated parameters.
- Ensuring achievement of KPIs in terms of productivity, operating efficiency, cost and customer service.
- Training and mentoring team members for the new processes and to achieve best possible productivity & quality and improving the results driven by the process.
- Sustaining a dynamic environment that fosters development opportunities & motivating high performance amongst team members.

Senior Operations Executive

Mar 2022 –Sep 2024: IDP Education India Pvt. Ltd., Gurugram

Significant Highlights:

- Overseen examiner deployment across **North India**, managing scheduling and certifications for **250+ examiners**.
- Coordinated examiner travel and accommodation logistics in **28+ cities** in alignment with candidate volumes.
- Ensured quarterly performance monitoring of examiners, report discrepancies, and uphold testing standards.
- Led cross-team coordination to address operational bottlenecks and improve test-day efficiency.
- Successfully managed large-scale IELTS Speaking test operations, supporting **100,000–120,000 candidates monthly**.
- Played a key role in planning and execution of IELTS Speaking test operations across **11 cities**, improving test-day outcomes and examiner satisfaction.

Examination Services Executive

Jun 2018 – Feb 2022: The Planet EDU Exam Pvt. Ltd., Gurugram

Significant Highlights:

- Managed logistics for examiner travel, accommodation, and secure delivery of testing materials (LRW & Speaking).
- Conducted biometric-based candidate verification; managed up to **2,000 candidates** per test cycle.
- Trained and led invigilator teams (**up to 40 per session**), monitored performance, and ensured timely payments.
- Maintained strict compliance with IDP protocols using IAM kits for candidate registrations.

Examination Services Executive

Jun 2012 – Nov 2015: The Planet EDU Exam Pvt. Ltd., Chandigarh

Significant Highlights:

- Served as primary liaison for test-day operations, security, and incident resolution.
 - Managed Test Day Staff and Examiners, ensuring service quality aligned with cambridge standards.
 - Conducted regular briefings and training to standardize exam delivery procedures.
 - Maintained accurate CRM and generated post-test operational reports to aid continuous improvement.
-