

SONU GUPTA

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Experienced Team Leader with over 8 years of proven success in overseeing business operations, optimizing processes, project management, and fostering cross-departmental collaboration to fuel business growth. Self-motivated and committed to continuous learning and professional development. Skilled in developing project roadmaps, adhering to timelines, and thriving in fast-paced settings with stringent deadlines. Eager to apply my leadership skills and work closely to innovate new product/process solutions that align with consumer behaviours and requirements.

SKILLS

- Self-Motivation
- Project Management
- Problem-solving aptitude
- Effective Communication
- Risk Management
- Stakeholder Management
- Planning and Organizing

ORGANIZATIONAL EXPERIENCE

Team Lead, Digital Marketing & Operations – Dec 2019 through Current

Editorial Provisional Campaigns and Listing Business (Jan 23 – Till date) & Preprint Media (Dec'19 – Dec'22)

ReachLocal, Inc., Mumbai India

- Created detailed project plans outlining goals, timelines, resources, and budgets to ensure alignment with company objectives.
- Influenced positive change within the organization through strategic thinking, innovation, problem-solving abilities, and consistent leadership style.
- Collaborated with other department leads to streamline workflows, improve interdepartmental coordination, and achieve business goals collectively.
- Improved team productivity by implementing efficient project management strategies and streamlining communication channels.
- Developed succession planning strategies to ensure continuity of leadership within the team and facilitate smooth transitions during organizational changes.
- Maintained database systems to track and analyse operational data.

MAJOR PROJECTS COMMISSIONED:

- Transition of Listing Process from iOPEX Team (3rd party vendor) to Reachlocal (parent company: Gannett) for enhancing operational control and efficiency (Duration: June to Dec 2023)
- Onboard the Preprint Process from US to India as a cost saving initiative (Duration: Dec 2019 to Feb 2020)

KEY HIGHLIGHTS:

- Received several appreciations from onshore team, SPOCs and leaders for achieving high performance standards.
- Improved and maintained team quality from 98% to 99% in a span of 5 months' post process transition.
- Was involved in building control and tracking reports.

Team Lead Payoff Department Operations – June 2010 to Dec 2019

PHH/Ocwen Financial Solutions Pvt. Ltd., Mumbai

- Optimized resource allocation by analysing team member skills and project requirements, resulting in increased efficiency.
- Promoted a positive work environment by fostering teamwork, open communication, and employee recognition initiatives.
- Devised and implemented processes and procedures to streamline operations.
- Developed monthly and daily production output plans to deliver on customer service and financial metrics.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Enhanced overall team performance by providing regular coaching, feedback, and skill development opportunities.
- Trained new team members by relaying information on company procedures and safety requirements.
- Identify system glitches, report them and work with Technology Team to fix the issue.

MAJOR PROJECTS COMMISSIONED:

- With integration of Ocwen with PHH, transitioned Payoff Quote generation process to the new company's platform (Duration: July 2019 to October 2019)

KEY HIGHLIGHTS:

- Awarded as the Best Team lead and for the Best Team Performance on several occasions.
- I have consistently provided suggestions to enhance performance, policies, procedures, and company objectives. One of my suggestions for the payoff quotes generated on Federal Housing Administration loans eventually enabled to save 15-18 agents' work.
- Worked closely with AMs in formulating action plans to improve the overall quality score and turnaround time of the department.

ACADEMIC AND OTHER CERTIFICATION

2015 - Completed MBA in Finance from ICAI Sikkim University

2009 - Bachelor of Commerce from Mumbai University

ADDITIONAL INFORMATION

- Worked with Biji's Hotel in Reservation Department for 8 months.
- Worked with AHA in the Career Counselling Division of the Customer Calling Department for 2 months.
- Completed 1-month course in swimming conducted by Mickey Mehta.
- Completed Industrial Training (The Club Banquet Department).
- Completed first aid course from St. John's Ambulance.

INTERESTS

- Play cricket and travel (I was in the Corporate Cricket Team of Ocwen and had participated in the Inter Office Cricket Tournament (Travel Port)).
- Run marathons for 10 and 21 kms.