

Kunal Menon

Operations Manager



Kochi, India kunal.menon@example.com Fictional sample

01 Professional profile

Operations Manager with an illustrative 11-year career focused on service operations, capacity planning and process ownership. Core strengths include Process mapping, Capacity planning and SOP design. Selected examples describe the challenge, contribution and handover materials.

02 Professional experience

Jul 2022 – Present

Operations Manager

Asterline Business Services · Kochi

Delivered defined workstreams in service operations, capacity planning and process ownership, coordinating reviewers and delivery partners.

- Mapped the service flow and introduced ownership and handoff criteria for each stage.
- Built a workload review using agreed demand categories and coverage constraints.

Jul 2018 – Jun 2022

Operations Manager

Northmere Business Services · Kochi

Built a scoped practice in service operations, capacity planning and process ownership, with a defined review process.

- Used process mapping and team coordination on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workflow.

Jul 2015 – Jun 2018

Operations Coordinator

Cedarfield Business Services · Kochi

Built foundations through supported assignments, observation and practical feedback.

- Assisted with capacity planning and service metrics, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

EXPERTISE

Core capabilities

Process mapping

Capacity planning

SOP design

Team coordination

Service metrics

Escalation management

SELECTED WORK

Service workflow reset

Process map and operating
playbook

Capacity planning cycle

Capacity view and weekly
review agenda

LANGUAGES

English - professional working
Hindi - professional working

CAREER CONTEXT

11 years in this illustrative
career.
Three appointments.
Full work examples on page
2.

03 Operational improvement work

Make everyday delivery work better.

WORK EXAMPLE 01 / ILLUSTRATIVE

Service workflow reset

Context

Requests moved between teams without a clear completion definition.

Contribution

Mapped the service flow and introduced ownership and handoff criteria for each stage.

Prepared for handover

Process map and operating playbook

WORK EXAMPLE 02 / ILLUSTRATIVE

Capacity planning cycle

Context

Work allocation depended on last-minute availability.

Contribution

Built a workload review using agreed demand categories and coverage constraints.

Prepared for handover

Capacity view and weekly review agenda

04 Education

2013 – 2015

MBA in Operations Management

Asterbridge Institute of Professional Studies

Specialist study with a practice focus on process mapping and capacity planning.

2009 – 2013

Bachelor-level study in the relevant discipline

Cedarhaven College of Applied Studies

Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024

Process mapping - advanced practice workshop

Scenario exercises and peer review in service operations, capacity planning and process ownership.

2025

Team coordination - reflective practice seminar

Applied learning reviewed through a bounded example and a written reflection.

Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Work focus	Evidence status	Contribution scope
Service operations, capacity planning and process ownership	Illustrative work descriptions; no source artefacts attached	Owned the stated workstream, not all team outcomes

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.