SURENDARA KUMAR

OPERATIONS • INSPECTION • RELATIONSHIP MANAGEMENT

Villivakkam, Chennai | +91 94459 52506 | srekarsurendar35@gmail.com

PROFESSIONAL SUMMARY

Results-oriented operations professional with experience across inspection, operations management, and relationship management. Experienced in coordinating day-to-day business activities, supervising processes, maintaining service and quality standards, handling customer relationships, and supporting efficient execution. Holds a B.Com degree with a practical, adaptable approach to operations and customer-facing roles.

CORE COMPETENCIES

Operations Management • Team Coordination • Inspection & Quality Control • Customer Relationship Management • Process Coordination • Documentation • Problem Solving • Service Operations • MS Excel • Communication

PROFESSIONAL EXPERIENCE

NoBroker | **Relationship Manager** | Sep 2025 – Present

- Manage customer relationships and coordinate service-related activities to support smooth customer experience.
- Handle customer communication, follow-ups, and issue resolution while maintaining professional service standards.
- Coordinate with relevant teams to ensure timely completion of customer requirements and operational processes.

Tiger Foods | **Operations Manager** | Feb 2025 – Aug 2025

- Managed day-to-day operational activities and coordinated work processes for efficient execution.
- Supervised operational tasks and supported team coordination to maintain productivity and smooth workflow.
- Monitored ongoing activities, addressed operational issues, and followed up on pending tasks to support timely completion.

Nellai Karupatti Coffee | **Inspection Head** | Jan 2024 – Dec 2024

- Handled inspection activities and monitored processes to support consistent quality and operational standards.
- Coordinated with staff and relevant teams regarding inspection observations and corrective actions.
- Maintained inspection-related records and supported adherence to established processes and quality requirements.

EDUCATION

Bachelor of Commerce (B.Com) | Mar Gregorios College, Madras University | 2021 – 2024 | 69%

Higher Secondary Education (HSC) | Shri Krishnaswamy Matriculation Higher Secondary School | 2019 – 2020 | 63%

SKILLS

- Operations & Process Coordination
- Inspection & Quality Control
- Customer Relationship Management
- Team Supervision
- Documentation & Reporting
- Problem Solving
- MS Excel
- Communication & Follow-up