

Sunay Kuntawala

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Professional Summary

Results-driven operations and project management professional with 8+ years of experience in process optimization, team leadership, and tech-enabled operational efficiency. Proven track record of enhancing workflows, improving SLA adherence, and integrating AI/ML solutions. Certified in CAPM and Google Data Analytics with hands-on experience in Agile environments.

Key Achievements

- Re-engineered project processes, improving efficiency by 10%.
 - Automated workflows to reduce module workload by 20%.
 - Cut operational cycle costs by 5% via resource optimization.
 - Accelerated deployment speed by up to 30% for large-scale projects.
 - Built scalable SOPs and frameworks to support enterprise growth.
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Professional Experience

Technical Operations Manager

Proteantech (NSDL), Mumbai | Mar 2024 – Present

- Directed technical support operations, driving SLA adherence and customer satisfaction.
- Managed enterprise-wide ticketing, prioritization, and escalation systems.
- Created standardized SOPs for support consistency and compliance.
- Used analytics to define KPIs and optimize team productivity.
- Collaborated with engineering and customer success for issue resolution and product alignment.
- Mentored support teams to develop leadership and domain expertise.

Associate Operations Manager

Glimpse Analytics, Pune | May 2021 – Dec 2023

- Led cross-functional projects using Agile and Scrum practices.
- Integrated AI/computer vision models into business workflows.
- Oversaw machine learning operations, resource planning, and quality control.
- Produced reports and insights that guided strategic decisions.
- Balanced priorities across multiple active projects and stakeholders.

Control Center Executive

DHL SmarTrucking, Mumbai | Jan 2020 – Dec 2020

- Monitored logistics efficiency and resolved real-time routing issues.

Last Mile Operations Executive

Flipkart (Instakart), Mumbai | Aug 2019 – Nov 2019

- Managed delivery workflows, ensuring timely and accurate dispatch.

Transport & Maintenance Executive

Credo World School, Dahanu Road | Jun 2017 – May 2019

- Handled transport logistics and maintenance operations for campus infrastructure.
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Technical Skills

- **Project Tools:** Jira, Monday.com
 - **Communication:** Slack, Outlook
 - **Data & Automation:** Python, MySQL, JSON, XML, Linux
 - **AI Tools:** CVAT, Roboflow
 - **CRM & Reporting:** Salesforce (SFDC)
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Education & Certifications

- **CAPM**, Project Management Institute – 2024
 - **Google Data Analytics**, Coursera – 2022
 - **PGDM**, MIT Pune – 2021
 - **B.Tech, Textile Engineering**, VJTI Mumbai – 2016
 - **Diploma, Man-Made Textile Tech**, SASMIRA Mumbai – 2013
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Core Competencies

- Process Improvement
- Agile Project Management
- SLA Management
- Data-Driven Decision Making
- Stakeholder & Client Communication
- Team Development & Conflict Resolution