

NEHA JAIN

General Manager – Compliance | Operations Strategy | Delivery Excellence | Process Optimization
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PROFESSIONAL SUMMARY

Results-driven compliance, operations, and delivery leader with 10+ years of experience leading cross-functional teams, operational excellence initiatives, process optimization, compliance governance, and client delivery operations across SaaS, customer operations, and regulated service environments.

Experienced in building scalable operational frameworks, improving workflow efficiency, streamlining delivery processes, and leading high-performing teams in fast-paced business environments. Strong background in stakeholder management, SOP development, training operations, quality management, workflow optimization, change management, and operational strategy.

CORE COMPETENCIES

Operations Management	Delivery Operations	Process Improvement
ISO 9001 SOP Structuring	Change Management	Training Team Leadership
Client Delivery Management	Escalation Management	Cross-functional Coordination
KPI & Performance Management	Workflow Optimization	Compliance Governance

PROFESSIONAL EXPERIENCE

CIMET | General Manager – Compliance (Oct 2025 – Present)

- Lead operational governance, process optimization, and cross-functional coordination across multiple business verticals.
- Established SOP structures aligned with ISO 9001 principles to improve operational consistency and accountability.
- Head training and capability development initiatives to improve onboarding, performance, and operational readiness.
- Lead change management initiatives focused on streamlining operations and improving execution efficiency.
- Played a key role in strengthening and maintaining ISO 27001 certification readiness and governance frameworks.
- Manage stakeholder communication, escalation management, vendor coordination, and operational reporting.

CIMET | Compliance Manager (Feb 2021 – Sept 2025)

- Worked closely with product and operations teams to support retailer requirements and ensure smooth delivery operations.
- Established structured incident management and complaint management frameworks to improve issue resolution and accountability.
- Developed SOPs, operational workflows, reporting structures, and governance documentation.
- Contributed significantly to ISO 27001 certification readiness, ISMS governance, and audit coordination.
- Led operational improvement initiatives, internal audits, and stakeholder coordination activities.

Teleperformance | Assistant Manager – Operations (Aug 2015 – Feb 2021)

- Managed high-volume customer operations and delivery teams in fast-paced service environments.
- Led a team of 20+ employees, driving coaching, training, quality management, and performance optimization.
- Improved process efficiency and customer experience through workflow improvements and structured feedback systems.
- Utilized Power BI, Salesforce, and Asana for reporting, operational tracking, and workflow management.

EDUCATION

Master's Degree – Business/Commerce
University of Rajasthan

CERTIFICATIONS

- Certified Risk Manager – Six Sigma Academy Amsterdam
- Lean Six Sigma Yellow Belt
- ISO 9001:2015 Lead Auditor
- Global Data Protection – RiskPro India