



TERRY FRANCIS SURESH

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PROFESSIONAL SUMMARY

Strategic and performance-driven Operations & Project Management Professional with over 13 years of experience driving business growth, optimizing processes, and leading cross-functional teams in supply chain management, procurement, marketing operations, and customer relations. Proven expertise in managing multi-million-dollar projects, leading international logistics operations, and improving organizational efficiency through data-driven decision-making. Skilled in tools such as SAP, Salesforce Marketing Cloud, Adobe Experience Platform, JIRA, Zoho Projects, and more. Recognized for visionary leadership, stakeholder engagement, budget control, and aligning operations with long-term business goals.

WORK EXPERIENCE

- PROJECT MANAGER** 2022-2024
Verticurl Marketing India Pvt. Ltd.
 - Led multiple concurrent digital marketing projects for international clients using Adobe Campaign, Salesforce, and Tealium.
 - Defined project scope, deliverables, and success metrics in alignment with client goals.
- DIRECTOR – OPERATIONS & SUPPLY CHAIN** 2020-2021
FXU Solutions USA (DJ Secure Management Pvt. Ltd.)
 - Developed and executed operational strategies to enhance efficiency and reduce costs.
 - Strengthened partnerships with vendors and clients, contributing to a 15% increase in revenue
- MANAGING DIRECTOR – OPERATIONS & SUPPLY CHAIN** 2017-2020
BIO ULTIMA
 - Defined and executed company-wide strategies focused on customer acquisition, profitability, and operational stability.
 - Directed marketing, HR, and sales divisions to ensure alignment with long-term business goals.
- SME – PROCUREMENT OPERATIONS** 2011-2017
VWR International LLC
 - Led procurement optimization initiatives, improving supply chain agility and reducing delays.
 - Managed global logistics including air, sea, and land shipments, coordinating with freight forwarders.
- RESEARCH ANALYST – SUPPLY CHAIN MANAGEMENT** 2010-2011
HCL Technologies
 - Conducted research on market trends, freight forwarding, and supply chain performance.
 - Assisted in developing analytical models for cost reduction and risk management.

EDUCATION

- BACHELOR OF SCIENCE IN COMPUTER TECHNOLOGY** 2007-2010
Anna University

TECHNICAL PROFICIENCY

- ERP & CRM: SAP, Citrix CRM, Zoho Projects, Salesforce
- Marketing Automation: Adobe Campaign Classic & Standard, HubSpot, Adobe Experience Platform
- Project Tools: JIRA, Trello, Basecamp, Sana
- Analytics: Google Analytics
- Collaboration Platforms: Microsoft Office, Teams, SharePoint

CORE COMPETENCIES

- Strategic Planning & Execution
- Procurement & Vendor Management
- Global Supply Chain Optimization
- Cross-functional Team Leadership
- Project Lifecycle Management
- Business Process Improvement
- Financial Analysis & Budgeting
- Risk Mitigation & Compliance
- Client & Stakeholder Engagement
- CRM Tools & ERP Systems
- Marketing Automation Platforms
- Conflict Resolution & Negotiation

SOFT SKILLS

- Leadership & Decision-Making
- Communication & Negotiation
- Team Collaboration
- Problem Solving
- Conflict Resolution
- Adaptability & Innovation
- Client Relationship Management
- Time Management

LANGUAGES: English Hindi Malayalam Tamil