

Varun Sapre

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Professional Summary

Results-driven Operations Manager with over 10 years of experience in software development life cycle (SDLC), .Net development, team leadership, process optimization, client servicing, and application support. Proven track record of improving service delivery, driving efficiency through CRM systems, and leading performance-driven teams. Passionate about scalable coding using .NET technologies, sql server, debugging transforming operational workflows and delivering business outcomes through data insights, automation, resolve complex technical issues, and contribute to architectural design and structured team management.

Experience

Team Lead – Client Operations

Can X Immigration & Consulting Pvt. Ltd. | May 2022 – April 2025

- Led a high-performing team of 8+ handling Canadian immigration support services.
- Implemented CRM-based tracking, improving client resolution turnaround time by 30%.
- Drove team performance through daily huddles, weekly targets, and monthly reviews.
- Identified service bottlenecks and initiated workflow changes, improving client satisfaction scores.
- Cultivated a positive team culture, reducing attrition by 15% through motivational strategies.

Teacher Assistant – Computer Science

Progressive Education Society's Modern College Of Arts, Science, And Commerce | December 2018 – March 2022

- Delivered lectures and practical sessions in programming and software development.
- Enabled digital learning through tech tools and e-assessment platforms.
- Contributed to curriculum design and inter-departmental collaboration.

Senior Software Engineer

Etouch Systems (I) Pvt. Ltd. | June 2010 – September 2016

- Designed, developed, and maintained web applications in .NET, jQuery, HTML, and CSS, always aiming for scalable and efficient solutions.
- Participated in full SDLC including requirements gathering, architecture design, testing, deployment, and support.
- Collaborated closely with cross-functional teams to understand user needs, define project specs, and deliver impactful software.
- Mentored junior team members, encouraging coding best practices and fostering a collaborative team atmosphere.

Technical Skills

- CRM Tools: Zoho, Salesforce (basic), Microsoft Teams
- Process & Tools: Operations Strategy, Workflow Automation, SLA Monitoring, Reporting
- Programming & Tech: .NET, SQL, HTML/CSS, JavaScript, jQuery
- Analytics & Reporting: MS Excel (Advanced), Google Sheets
- Testing Tools: Manual Testing, Selenium, Bug Tracking, Test Case Design
- Others: Documentation, PowerPoint, ChatGPT Prompting, Version Control (VSS)

Soft Skills

- Team Leadership & Coaching
- Strategic Problem Solving
- Cross-Functional Communication
- Performance Tracking & Feedback
- Process Optimization
- Time & Task Management

Education

Masters in Computer Application

NIE Institute | September 2009

Bachelor in Computer Application

JCCC | June 2006

Certification

Generative AI Foundations Certificate

Upgrad & Microsoft (Online) | May 2025