

Career Summary

- ❖ Over 17 years of all-round diversified experience in **Operations Management**, **Operational Excellence**, Training, Quality & **Project Management**.
- ❖ Specialized in **BPO Operations** – 1st Party / 3rd Party Debt Collections / Recoveries, PNL management, Training (Collection Skills, Skip Tracing & Credit Bureaus), Training, Quality & Compliance Management.
- ❖ 500+ Classroom & 500+ Live Virtual Class (LVC) completed on Lean Six Sigma Trainings.
- ❖ 18 Lean Six Sigma Black Belt (LSSBB), 24 Lean Six Sigma Green Belt (LSSGB) & 14 **Kaizen** projects completed / mentored in Finance & Accounting (F&A), BFSI, Healthcare, Travel & Tourism.

Professional Experience Snapshot

Lean Six Sigma Master Black Belt Practitioner Trainer & Consultant

June 2014 – Present

- ✓ Managed & Mentored Lean Six Sigma Projects on Cost Reduction, TAT, Defect Reduction, Penalty Mitigation, Productivity Improvement, Quality Improvement, Cycle Time Reduction, EBITDA Improvement, FTE Reduction.
- ✓ Trained over 3000 professionals (Individuals & Corporates) on Lean Six Sigma.
- ✓ Managed New Business Development Projects.
- ✓ Actively working as External Consultant & Faculty for various corporates.

iQor, Noida Assistant Vice President – Operations

July 2008 – May 2014

- ✓ Managed average span of 70-120 FTEs with 8-10 Supervisors (Depending upon seasonality).
- ✓ Managed 8 debt buyer clients in pooled environment.
- ✓ Inventory, Letter, Dialer Management.
- ✓ Quality, Compliance & Risk Management.
- ✓ Staffing Management – Hiring & Terminations.
- ✓ Agent & Supervisors performance review and bonus.
- ✓ Managed PNL through consistent performance to meet budgeted revenue and margin targets.
- ✓ Review & Segmentation of new business opportunity.
- ✓ Upgrading business volumes from existing clients.
- ✓ Managed with projects – Quality, Compliance, Data Migration & Transition – DMADV.

Spanco BPO, Gurgaon Team Lead – Quality

Dec 2007 – July 2008

- ✓ Managed 3-4 BFSI clients Quality with a team span of 12 Quality Analysts.

Global Vantage, Gurgaon Specialist – Quality & Compliance

Feb 2004 – Dec 2007

Bharti Infotrac, New Delhi CCE

Mar 2003 – Feb 2004

Silicon Valley MT, Faridabad Process Trainer

Feb 2001 – Mar 2003

Professional Trainings

- Lean Six Sigma Master Black Belt
- Lean Six Sigma Black Belt
- Lean Six Sigma Green Belt
- Data Analytics Tools – Minitab & SPSS

Areas of Expertise

- Operations Management
- Operational Excellence
- Project Management
- Cost Reduction
- Six Sigma Implementation
- Continuous Process Improvement - Kaizen
- Leadership Skills
- New Business Development
- **Risk Management** Lifecycle
- Trainings & Development
- Quality & Compliance

Education

- Graduation in Biochemic Medicine from OIUCM, Colombo
- Graduation from Delhi University (Pursuing).

Awards

- Awarded by CEO, iQor for consistent Outstanding performance.
- Awarded by Paragon Client for consistently overachieving targets.
- Awarded by Asset Acceptance client for consistently overachieving targets.
- Awarded by Treat Assist Healthcare for Significant Cost Reduction Project.

Major Projects Snapshot

Treat Assist Healthcare Pvt. Ltd.

Industry: Medical Tourism, Healthcare, Pharma.

Scope: Conceptualization, Planning, Training, Implementation, Tie-Ups, Affiliate Networks – Multiple GB/BB/Kaizen projects executed/managed/mentored during project life cycle.

Project “Y” (Hard): New LOB launch, Net EBITDA Improvement, Productivity Improvement & Increase in Market Share.

Project “Y” (Soft): Cost Reduction, TAT reduction, Cycle Time Reduction, FTE Reduction, Risk Abatement, Reduction in Client Escalations, Mitigate Risk of Penalty Fees, Reduce Rework, Over-run Reduction.

iQor India

Industry: BPO, ITES, Debt Collections, Recoveries.

DMADV Project Scope: Mapping, Integration, Pilot Testing, Migration, Client Training, Staff Training, Full Scale Rollout of in-house CRM to substitute leased CRM saving \$150 USD/per user/month. Role: Team Member (For 8 Debt Buyer Clients Operationally managed).

DMAIC Projects

Project “Y” (Hard): Improve Revenue, Improve Margins, Improve Productivity, Mitigate Risk.

Project “Y” (Soft): India site Call Quality & Compliance Drive, Litigation Risk & Defect Management Program, FTE Reduction, Improve Quality, Reduce LRD, Reduce HRD, Skill Enhancement Program.

Indian Tools & Equipments

Industry: Precision Tools – Manufacturing.

Scope: Training of Ground Staff, Operators & Management. Mentor projects executed by the staff.

Project “Y” (Hard): Net EBITDA Improvement, Productivity Improvement & Lean Culture.

Project “Y” (Soft): Reduction in Scrap%, Excess Re-work, Reduce Failed Business Opportunities, TAT Reduction, Cycle Time Reduction, Return Rate Reduction, Material Cost Variations, OTD Failure claims reduction, 5s, VSM, Implement Lean Culture, Kaizen Drive.

K2 Scaffolds

Industry: Industrial Safety Equipments – Manufacturing.

Scope: Training of Ground Staff, Operators & Management and mentor their projects.

Project “Y” (Hard): Implementation of Lean Culture, Quality Awareness.

Project “Y” (Soft): Kaizen Drive, 5s Culture, As-Is-To-Be Framework – VSM, Risk Management.

M S Holidays

Industry: Travel & Tourism.

Scope: Training of Ground Staff, Operators & Management and mentor their projects.

Project “Y” (Hard): Implementation of Lean Culture, Improve Productivity.

Project “Y” (Soft): Kaizen Drive, 5s Culture, VSM, Cost Reduction, TAT Improvement.

Training & Associations

- Consulting Faculty at MSME – Micro, Small, Medium, Enterprises, Govt. of India
- Consulting Faculty at J.I. Islamic Science & Technology Institute, Comilla, Bangladesh
- External Consultant at Agensi Pekerjaan Legenda Utama, SDN BHD, Malaysia
- Consulting Faculty at Amazon –Bangalore & Chennai – CMT Department
- Consulting Faculty at Just Dial, Noida
- Consulting Faculty & External Consultant at Concentrix (Formerly IBM), Kolkata, Insurance Sector
- External Consultant & Faculty – Shubham Finance, Gurgaon
- External Consultant – TPSE India (Toshiba), Noida
- Consulting Faculty at Research & Training Institute for Allied Courses (RTIAC), Faridabad
- External Consultant at Indian Tools & Equipment, Delhi
- External Consultant at K2 Scaffolding, Faridabad
- External Consultant at Ajay Engg Works, Faridabad
- External Consultant at Treat Assist Healthcare, New Delhi
- External Consultant at M S Holidays, New Delhi
- External Consultant at M&S International, New Delhi