Akshay Barbhuvan

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SUMMARY

Operations and Product Manager with 11+ years of experience, including 8 years in leadership at Amazon and SAP. Expertise in team management, financial operations, cloud financial management, AWS, and SAP with a focus on compliance and quality management.

SKILLS

Industry Skills: Project, Operations & Team Management, Communication, Direct Management, Sales, Leadership, Customer Satisfaction (CSAT), Deliver Results, Bias for Action, Product Management, Quality & Compliance Management, Customer Relationship Management (CRM), Process Improvement.
Technical Skills: AWS, PowerBI, SQL, Google Analytics, SharePoint Development, SAP-SuccessFactors (SF), SAP FICO, SAP BW/4HANA, AWS Redshift, AWS EFS & S3, Data analytics, Technical Execution.
Financial Skills: Budgeting, Accounts Payable & Receivables, Cloud Finance Management, Cost Savings and FinOps Optimization.

PROFESSIONAL EXPERIENCE

Support Team Manager

Tech Mahindra, SAP-SuccessFactors, Pune

July 2023 – March 2024

- Managed daily operations for global SAP customers with a 46-engineer team.
- Elevated Customer Satisfaction (CSAT), Net Promoter Score (NPS), and Customer Effort Score (CES).
- Led project management activities covering all business processes.
- Fostered professional growth through mentorship and career development.
- Implemented a robust performance feedback system.

FinOps Product Manager

Amazon, Pune/Hyderabad/Manila

May 2021 – May 2023

- Led a 47-member team of Finance & IT analysts across India and Manila.
- Enhanced Anytimepay's operational efficiency, accounting, and tax processing.
- Delivered financial reporting using advanced analytics.
- Attracted elite talent and ensured adherence to FinOps best practices.
- Led Accounts Payable operations and implemented SAP HCM payroll for 1M warehouse team.
- Optimized financial operations using third-party Public Cloud cost management tools.

Customer Service Quality Manager

Amazon, Pune

Jan 2017 – May 2021

- Managed Quality Analysts and Trainers team focusing on performance metrics.
- Developed quality best practices and led monthly calibration sessions.
- Enhanced Ops team productivity by automating compliance adherence.

Customer Services Quality Analyst

Amazon, Pune

Nov 2015 – Jan 2017

- Conducted audits of support interactions and delivered constructive feedback.
- Ensured compliance and data security protocols.
- Managed customer service escalations and corporate complaints.

Sr. Customer Services Associate

Persistent & Akshay Travels, Pune

Jan 2012 – April 2015

- Provided outstanding customer service for US markets.
- Managed international client travel needs ensuring optimal booking experiences.

PROJECTS
- Proactive SAP Customer Success Initiative: Improved CSAT by 20%, reduced issue resolution time by 30%, and increased customer retention by 15%.
- AnytimePay: Reduced overpayment research time, saving ~18 hours daily, and improved SLA from 87.23% to 98.67%.
- Park Governance - United States: Improved invalid parked chats by 768bps within 10 weeks.
- Time To Park Governance: Improved average CHT from 11.34 minutes to 6.42 minutes.

EDUCATION
- BE - Mechanical Engineering - Pune University
- MBA - Operations & Production - BAMU University