



Avinash Kumar Pandey



Featured



Process Excellence Lead seeking roles in Business Analytics, Service Delivery Management, Agile Project Management, Business Intelligence, Client Management, Operations Management, SLA Management, Incident Management, Machine Learning, Python

Current Designation: Lead Consultant

Total Experience: 5 Year(s) 8 Month(s)

Current Company: Headstrong (GENPACT)

Notice Period: 3 Months

Current Location: Gurgaon

Highest Degree:

Pref. Location: Delhi / NCR, Gurgaon, Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Lead - Process Excellence, Business Analyst, Business Analysis, Service Delivery Management, Agile Project Management, Business Intelligence, Client Management, Operations Management, SLA Management, Incident Management, Machine Learning, Python

Verified : Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Jump to Section

[Work Experience](#) | [Education](#) | [IT Skills](#) | [Projects](#) | [Work Authorization](#)

Summary

- * 5.8+ Years of post B.Tech experience working in the areas of Business Analytics, IT Service delivery, Auditor, Reporting and analytics, Market Research (Primary & Secondary), Manufacturing, BPO, KPO & ITES, and Insurance industry. Well versed with industry profiling, quality management and other MS and KPI reports.
- * Sound knowledge of ITIL and ITSM and working tools like BMC remedy, Cloudtail (Amazon AWS), Cloud plus (TCS), I-serve and Service Now as part of IT operations and service delivery management.
- * Well versed with analytical tools and using in day to day activities for graphical representations of dashboards to senior leaderships.
- * Actively engaged in driving client engagements through Quality SPOC, Continuous Process improvement, External Client Presentations and different management experiences.

Work Experience

Headstrong (GENPACT) as Lead Consultant
Dec 2020 to Till Date

Genpact headstrong capital markets

Microland Limited as Lead - Process Excellence
Aug 2019 to Aug 2020

Process Audits and Reporting

- * Regional Quality SPOC, responsible for review and understanding complex business requirements, clarifying and raising requirements concern and mitigation plan early. Also, identifying pain areas for customers and providing solutions to it.
- * Proactively participating in IT Governance and audit for accounts ensuring Service performance, customer performance, profitability, quality & compliance is achieved as per KPI defined for different accounts.
- * Communicate the governance activities, policies and decisions with the IT Management and Business Leadership and keep them informed of IT governance decisions that will affect IT services and projects.
- * Rigorously follow established team processes and eventually identify and implement improvements to process. Identify and build on areas where value can be added in operations.
- * Manage internal delivery teams and external partnerships for fluent client deliveries. Weekly reporting to management for reviewing team and client's performance measures.
- * Designing the Audit and process checklist based on the accounts and implementing the same for compliance efficiency. Ensuring SLAs and KPIs are met for month on month and process improvement should be there.
- * Developing visual reports, dashboards and KPI scorecards using Power BI desktop. Adept in developing, publishing and scheduling Power BI reports as per the business requirements.
- * CSAT - Better understanding on CSAT mechanism and aware of the end to end CSAT mid- management process as well along with reaching out to customer for improvements.
- * Experience in internal and external escalation management process and have worked on escalation management process as well.



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- * Basic understanding of ISO 20K and have participated in internal audit. Experience into SOW/SOX audit as well.
- * Well aware of Risk management approach and how plan risk mitigation as well.
- * Good experience into Client management, Stakeholder management, auditing, process re-engineering, service improvement plans and driving the process automation as well.
- * Well versed with preparing weekly, monthly, quarterly reporting, presentations and showcasing to senior management based on analysis and finding suggesting the improvement plans.

■ **Skillicentech India pvt. Ltd** as Sr. Business Analyst
Jun 2018 to Aug 2019

IT solutions Reporting & Project Management

- * Responsible for providing the solutions to IT operations and solely managing the Knowledge management for Global Genpact environment.
- * Experience in implementing Incident, Problem, Change, Service Catalogue, and Request.
- * Demonstrated ability to drive results and manage multiple relationships and projects, proven ability to adjust quickly to shifting priorities, multiple demands, ambiguity and rapid changes.
- * Created a master list of top searched and viewed articles as well as complete universe of all prospects for North America and EMEA regions and identified new SOPs for agents and User's as well.
- * Ensuring technical excellence in service delivery to ensure customer satisfaction and to minimize down time.
- * Overseeing ITIL process including incident management, Service level management, Knowledge Management.
- * ITSM tools, service manager Service now, OKTA Managing and leading team, allocating resources among team members and guiding team members ensuring compliance with SLA.
- * Provided analytical support to operations team. Assisted in client and performance measurement.
- * Independently handling all the projects assigned as part of engagement manager. Strong command over SLA driven work environment.
- * Managing the reporting parts for all the KPI indicators and MIS for the organization in order to identify the scorers.
- * Part of division Leadership performance reviews, solutioning workshops and responsible for coordinating with multiple stakeholders (Client Partners, Account Managers, Project Delivery) to provide overall view of business to Leadership team
- * Incubated solution development in the areas of Operations Automation, Chabot, and Project Delivery.
- * Dedicated to exceeding internal customer expectations.

■ **MetLife GOSC** as Business Analyst
Nov 2016 to Jun 2018

BI Reporting and Analytics

- * Focus on supporting business use case specific data analysis, create specific business rules on data trends, data monitoring and taking remediate actions.
- * Strong analytical skills including the ability to think through all aspects of complex business requirements and generate possible courses of action.
- * Creating reports from various database by using complex SQL queries and MS Access queries and fetching the data into excel and using pivot for representing the trends.
- * Create various reports on team performance, KPI's indicators, response time and resolution time along with managing the SLA for reporting works and presenting the dashboard to senior leaderships.
- * Create ad-hoc reports to give deep insights on data trends. Ability to prioritize and deliver work within a deadline-driven climate.
- * Manage customer expectations including scope, schedule and problem resolutions.
- * Project documentations including requirements documents and project tracker.

■ **Liquid Hub Technologies Pvt. Ltd.** as Data Analyst
Nov 2014 to Jun 2016

- * Associated with Worlds' biggest Software giant Microsoft as Data Analyst, working on different online database namely, Bloomberg, Thomson Research, FDIC, SEC Filings, and Factiva etc.
- * Understanding the business of Microsoft Licensing & support the global subsidiaries with the required knowledge.
- * Understanding the pricing model of Microsoft perpetual and subscription model.
- * Ensuring profitability while striving to improve the customer licensing experience.
- * Bridge the gap between sales team and client on licensing front as per requirement.
- * Scripting research & industry reports, preparing presentation materials, best practices manual etc. with best in industry quality.
- * Maintaining of Business Information Database covering key information related to companies *Instrumental in monitoring and managing workflow ensuring delivery of research products within the time frames to the management
- * Acts as escalation point for any customer servicing issues.
- * The role involves working with global teams and developing, maintaining strong ongoing, productive working relationship with stakeholders for the provision of research support services
- * Active participation in MBR/QBR with the clients and drive solution from strategic standpoint.
- * SLA management, analysis on improvement areas and regular tracking of critical operational parameters. Regular service performance reviews, action planning, regular tracking and updates.
- * Provide guidance and supervision to the juniors for assigned project work; review the overall deliverables before it is reviewed by global teams.
- * Guiding the team on the project transition, consistency in the process, metrics implementation and establishment of the reporting dashboard.
- * MS dashboard creation and documentations. Also, managing the different accounts for Microsoft vendor's (Vendor Management)

[^ Back to Top](#)

Education

UG: **B.Tech/B.E (Computers)** from **maharaji dayanand university** in 2013

PG: **from not done in 0**

Other Qualifications/Certifications/Programs:

AGILE & SCRUM MASTER
GOOGLE ANALYTICS

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
Machine Learning, R and Python			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
english	Expert	✓	✓	✓
hindi	Expert	✓	✓	✓

[^ Back to Top](#)

Projects

- Project Title: SONY

Client: Sony India Private Limited

Nature of Employment:

Duration: Apr 2020 - Aug 2020

Project Location: bengaluru

Role: Quality Analyst

Team Size: 30

Onsite / Offsite: Offsite

Project Details: Project management, client handling, service improvement plans, MS reporting, operations management
- Project Title: LinkedIn

Client: LinkedIn

Nature of Employment:

Duration: Mar 2020 - Aug 2020

Project Location: Bengaluru

Role: Quality Analyst

Team Size: 30

Onsite / Offsite: Offsite

Project Details: service deliver, quality management, MS reporting, Risk management, Mitigation plan, Customer handling
- Project Title: Tata Consumer Products

Client: Tata consumer products

Nature of Employment:

Duration: Mar 2020 - Aug 2020

Project Location: Bengaluru

Role: Sr. Project Leader

Team Size: 30

Onsite / Offsite: Offsite

Project Details: Project management, MIS reporting, Customer handling, quality management, Risk management, operations management etc
- Project Title: Maruti suzuki india limited

Client: Maruti Suzuki India Limited

Nature of Employment:

Duration: Aug 2019 - Mar 2020

Project Location: manesar

Role: Sr. Project Leader

Team Size: 30

Onsite / Offsite: Onsite

Project Details: Customer service, MIS reporting, Risk mitigation plan, process re-engineering, operations management

[^ Back to Top](#)

Affirmative Action

Category: General
Physically Challenged: No

Work Authorization

US Work Status: Need H1 Visa
Countries: India
Job Type: Permanent
Employment Status: Full time

[^ Back to Top](#)