**ABHISHEK TIWARI**

**Office address** –**Deutsche Bank** (DBOI)

A-1&A-2 Evolve-Mahindra Technology Park ,Inside Mahindra World City-SEZ,Jaipur-302029

**Permanent Address**

119 Prakash Vihar lane-7 Dhrampur Dehradun Uttarakhand-248001

**Phone:** +91 8107906288; **Email:** [abhiddn28@gmail.com](mailto:abhiddn28@gmail.com), [abhishek.tiwari2803@outlook.com](mailto:abhishek.tiwari2803@outlook.com),



**OPERATIONS MANAGEMEnt PROFESSIONAL**

Strategic Management • Forecasting • Operations Management • Customer/Client Relationship Management • Transition & Migration • People Management • Statutory Compliances • Quality Control • Business Continuity • Process Standardization • SLA Compliance • Analytical Skills • Turn Around Time • Resource Optimization • Project Management • Team & Process Management • Knowledge Transfer • MIS • Reporting & Documentation • Training & Development

* **HCL Certified Engineer** with **nearly 3 years** of experience in **managing end-to-end Operations including Service** **Delivery & Excellence, Process Management, Business Analysis, Customer Support, Quality Compliance, Team Management.**
* Demonstrated capabilities in **managing process verticals with strong background in implementing process** **improvements & quality initiatives** for desired performance levels; Expertise in maintaining highest level of quality in operations
* Actively participated in various **projects targeting** **cost reduction** & continuous process improvement with expertise in managing **Management Information System (MIS) and Application Automation through MS Excel.** Proficient in using tools namely **PMO & COGNOS. Performance Packs & QLIK View, Tally 7.2.**
* Equipped with the knack of functional management along with the **practical experience in the analysis, development** **and implementation of Strategic Business Plans & Policies** to ensure organizational growth, targeting maximum profitability & cost effectively
* A facilitative manager with expertise in monitoring delivery of high-quality customer experience, elevating customer satisfaction, **while adhering to** **TAT/ SLA’s / PLA & processes for managing cost-effective operations.** Expertise in **building / optimizing organizational processes, measurement systems** along with deploying enhancement measures to maximize efficiency for optimum productivity, while meeting business objectives and vision.



PROFESSIONAL EXPERIENCE

**DEUTSCHE BANK GROUP, BANGALORE/JAIPUR since January 2013**

**Operation Analyst**

* **Current Projects - iMPACT RTB & i360**
* Responsible for process capacity model and measurement month on month basis.
* Accountable for PMO reporting for 1200 capacity models validating their time and volume utilization and quality checking of capacity model for deutsche bank. Generating reports with the help of tool - COGNOS
* Monitoring capacity utilization, measure efficiency utilization/stretch operation risk of process month on month basis.
* Accountable for the performance for the entire team in weekly and monthly service delivery meetings describing process improvements and meeting of process PLA’s. Involved in process documentation like the standard operational procedures and risk analysis.
* Working on capacity model, checking on the over / under utilization of resources in each team and sending utilization report to the higher management.
* Understanding current operations of service continuity utilization for various regions (APAC/ UK EMEA/US)
* Predicting and forecasting of capacity.
* Interacting with other regional managers, to identify the gaps and differences in procedures followed.
* Instrumental in process standardization across various regions, to maintain the uniformity in the test results, performance and audit reports.
* Completing the business transition, to bring business offshore, so that the global operations could be performed from India, in a cost effective manner.
* Internal reporting to Account Manager, regarding the transition progress and revenue forecasting.
* Performing capacity RTB functions: load data into Cognos and i360. Reconciling RTB data and making it dynamic.
* Preparing RTB reports for stakeholder consumption and resolve RTB capacity queries.
* Incorporating operational volumes into capacity reporting and open span data into capacity program.
* Planning the process with overall responsibility for maintaining various process metrics while adhering to compliance procedures at all times; Accountable for making daily, weekly & monthly reports for senior management



**CAREER PATH**

**SYNERGY RELATIONSHIP MANAGEMENT PVT.LTD 2012-2013**

**Analyst**

**ALCHEMY MEDICINE PRIVATE LIMITED, ROORKEE 2011 - 2012**

**Assistant Accountant**

**HCL CAREER DEVELOPMENT, DEHRADUN 2010 - 2011**

**Accountant**

**CPCEC, DEHRADUN 2009 - 2010**

**Accountant**



**ACADEMIC CREDENTIALS**

**PGDBA in Marketing & IT** 2008 • Symbiosis Centre of distance learning, Pune

**Master of Commerce** 2006 • HNB Garhwal University, Srinagar, Uttarakhand

**Bachelor of Commerce** 2004 • HNB Garhwal University, Srinagar, Uttarakhand

**Class XII** 2001 • DAV Public School Dehradun

**Class X** 1999 • Children’s Academy Dehradun conducted by NIOS Board

**Certification** • HCL Certified Engineer from HCLCDC Dehradun

**Technical Skills** • COGNOS, PMO, Performance Packs & QLIK View, Tally 7.2, MS Office, Windows, Internet Applications



**Date of Birth:** 28th March, 1982; **Languages Known:** English and Hindi; **References:** Available on Request