



Yogesh Jagpal Sharma

Lead Analyst, Operation and Delivery

About

I am a Lead Analyst who is professionally passionate about seeing ideas come to fruition. I am proficient in leading teams, cross-team communication, and best-in-class customer service. I am experienced in recruiting, onboarding, and managing teams who have worked in domains like Mortgage, Bankruptcy, Insurance, US Academic, and Employment verification. I enjoy product analysis and identifying the process to tackle complex problems and steam line operations. I am a quick learner.

Experience



Lead Analyst

Measureone Solution

June 2021 to Jan 2023

Leading a team of 15 associates who work on 3 major products across different shifts.

- Monitor and control daily operations and delivery to ensure that goals and objectives are met effectively and efficiently.
- Coach process experts to perform seamlessly and continuously improve their performance.
- Identify training requirements for team members and address them through relevant training programs.
- Prepare volume forecasting and work planning to optimize resource utilization and improve productivity.
- Manage new process transitions to ensure smooth implementation and minimize disruptions.
- Manage training and up-skilling of team members to keep them up-to-date with the latest knowledge and skills.
- Communicate with cross-functional teams to ensure alignment of goals and objectives.
- Manage onboarding of new team members to ensure smooth integration into the team.
- Analyze user behavior and help the product team identify user challenges and update the database accordingly.
- Prepare reports of findings, using data visualization and written text to communicate complex information effectively.
- Maintain individual development plans for team members and identify training needs to promote continuous learning and development.

- Planned, transitioned, and monitor the health of projects to ensure timely completion and high quality.
 - Analyze assigned projects and distribute tasks to team members based on their expertise and skills.
 - Resolve user tickets promptly and effectively to ensure a high level of customer satisfaction.
 - Manage change effectively to minimize resistance and maximize the adoption of new processes and systems.
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Process Expert

Measureone Solution

June 2018 to May 2021

- Aligned to Student Loan Services for Clients based in the USA.
- Generating Merit Scores of Applicants based on Academic data.
- Updating Monthly and Quarterly Reports of Student loan trust helps to generate standardized Security Insight reports that are published to subscribers.
- Preparing Root Cause Analysis Report for every applicant who has submitted academic data through a portal.
- Finding and Updating Student Information System URLs for provided universities.
- Preparing Weekly reports and Monthly reports for Management and Clients.
- Providing Job Training.
- Undertaking Implementation of the new project.
- Reviewing JSON output and preparing Json.

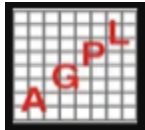


Senior Associate

Tata Consultancy Services

August 2013 to January 2018

- Aligned to Mortgage Banking Services and Home Insurance for Clients based in the USA.
- Monitoring of payments for Loan Borrowers in Default to ensure there is no miss or delaying the Repay Schedule.
- Attorney interactions were to be maintained regularly to check the status of Loan Borrowers who filed Bankruptcy via Intercoms and calls.
- Updating New Insurance policy on loan. Identifying that present insurance is sufficient or needs to update policy payment. Making insurance payments is a loan account that has an Escrow.
- Preparing Team Productivity and Quality reports.
- Imparting process training to new joiners'.
- Posting Payment to customer account depending upon the status of the account.
- Maintaining Quality Data and providing insight to improve work quality.
- Conducting training related to process update
- Preparing Loan account ledger for Bankruptcy Loan servicing



Admin Assistant

Arihant Goldplast Pvt. Ltd.

August 2012 to July 2013

- Maintaining Purchase and Sales Entry in ERP.
- Drafting replies of notices received from the Government department.
- Coordinating with the Sales Team to dispatch material and provide information about the production schedule.
- Analyzing various Organizational functions to prepare SOP to avoid communication hurdles and helps in reducing time for information transfer and maintaining effective utilization of resources.



Assistant

ABT Enterprises.

June 2011 to July 2012

- Production planning depends on the work order.

- Coordinating clients to avail product detail and providing production detail.
 - Dispatching finished products by maintaining proper documentation.
 - Maintaining Books of Accounts.
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Career Graph

June 2011 to July 2012	Admin Assistant (ABT Enterprises)
August 2012 to July 2013	Admin Assistant (Arihant Goldplast Pvt. Ltd.)
August 2013 to September 2016	Process Associates (Tata Consultancy Services)
October 2013 to January 2018	Sr. Process Associate(Tata Consultancy Services)
June 2018 to May 2021	Process Expert (Measureone Solution Pvt. Ltd.)
June 2021 to present	Lead Analyst (Measureone Solution Pvt. Ltd.)

Education



Veer Narmad South Gujarat University

Bachelor in Business Administration, Finance

2007-2010, Vapi.

Credentials and Certifications

Google Project Management Certificate, February 2023

Key Skills and Competencies

- Strong decision-making, problem-solving, and analytical skills.
- Proven ability to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal.
- Able to effectively prioritize tasks and workloads based on their importance.
- Demonstrated track record of delivering results within deadlines.
- Possess in-depth knowledge of the product and industry.
- Experienced in managing and leading teams toward success

Computer Proficiency

- Windows and Google office.
- Hands on Experience on SQL and Json.

- Product Analytics by Logrocket.
- ERP.
- Different Custom Organizational Tools.
- Jira and Asana.
- Lucid Chart.

Hobbies

- Photography
- Cycling
- Trakking

Contact Information

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