

Purvi Merchant

Service Delivery Manager

Accomplishment driven Service Delivery Manager with over 11 years experience and expertise in managing both on shore and off shore operations with both in house and remote teams. Successful in re-organizing, stream lining and strengthening existing operations, identifying inefficient processes and implementing reliable and cost effective solutions to improve quality and ensure on time delivery of release management deliverable as well as enhance department efficiencies amidst fast paced working environments.

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📍 Ahmedabad

SKILLS

Risk Assessment

Fraud Management

Vendor Management

Credit Control

Project Management

Data Analysis

Market Research

Payment Management

Reporting & Governance

Stakeholder Management

Escalation Management

Book Keeping

Claims Management

WORK EXPERIENCE

Manager | Services - Canada

M Square Business Solutions Inc.

02/2019 – 05/2019

Responsible for

- Fixed interval compliance audits. Further reporting audit findings to map business requirements, manpower deployment and contingency plans for observed challenges.
- End to end Project Management; supporting the clientele with project scope, timelines, resource planning, risk analysis and design the stakeholder management approach.
- Ensuring first time resolution, root level research and action planning around service levels for all the escalations.
- "Well in time" payment to third party suppliers to avoid escalations.

Team Leader | UK - Payroll Operations

Paper Chase Business Services Private Limited

08/2018 – 01/2019

Ahmedabad

Supplier Relationship Manager responsible for

- Due diligence assessment of doctors and nurses in United Kingdom. Conduct exhaustive assessment involving functional authenticity, financial transactions & undertakings and document verification.
- Risk assessment of limited and umbrella companies. Assessments made on permanence and market existence, shareholding patterns, financial stability and VAT registration.
- Conduct screening activities on FCMA and professional passport.
- Tasks central to evaluation of price quotes, capabilities, historical quality records and payment performance. Further responsible for contract negotiation and job assignment.
- Payroll records maintenance. Tasks focused on directing the collection, accredit changes concerning exemptions, pension deductions, job titles and departments.
- Risk analysis on the implementation of third party products and services.
- Data analysis and visualization of earnings, taxes, deductions and non-taxable wages.
- SOP creation and parallel alignment with the client and operational requirements.
- Timely roll-out of salaries by streamlining electronic operations with banking institutions.

WORK EXPERIENCE

Assistant Manager | Insurance - Back Office Operations

Absolute Insurance Surveyors & Loss Assessors Private Limited

08/2016 – 07/2017

Ahmedabad

Payment and Fraud Management

- Responsible to provide data driven fraud analysis, hands on investigation and document verification.
- Responsible to create active dashboards including vendors, nature and number of claims and absolute markup to support revenue generation.
- Responsible to coordinate with Insurance Team for approvals and document submission for timely executed payment flow to achieve highest level of customer satisfaction.
- Dedicated project manager towards TAT and SLA Adherence. Responsible for quick turnaround escalations.
- Responsible for training and development programs for internal teams. Proficient at identifying training gaps, design customized training program and proven training methodologies.

Team Leader | Customer Back Office Operations

Vodafone India Service Private Limited

02/2011 – 08/2016

Ahmedabad

Leader to Operations team of 23 responsible for

- Well-timed and high quality service delivery, client management, resource planning, team management and drive continuous improvement.
- Establish technical coordination between internal and external teams (BCP Site, Vodafone Circle partners, Support Teams at Vodafone Shared Service Centres) to ensure 100% SLA adherence with focus on qualitative order processing.
- Team management tasks focused on feedback delivery, performance appraisals, training identification and development planning.
- Successful transition of "Bulk & Reconciliation Process" for Delhi circle thus (12 FTEs from circle and created Reporting Structure for the same)
- Delivered Extensive Time & Motion Analysis thus providing efficiencies worth 3 FTEs across 3 sub processes.

Subject Matter Expert | Customer Back Office Operations

Vodafone India Service Private Limited

Subject Matter Expert responsible for

- HNI (High Net-Worth) accounts for Enterprise & Corporate accounts. Handled queries regarding Port-In's and Migrations from Vodafone UK customers.
- Manage Queue and TAT adherence safeguarding the promised SLA.
- Ensure all-important KPIs specified by the stakeholders are met month on month basis. Planning and forecasting of required manpower on day to day basis.
- Devise and drive "On Job Training" for new joiners.
- Point of Contact for Process Documents and Process Help files such as checklist of errors and updates, Response Templates, checklist of information required to process transactions.

Senior Customer Service Representative

I-serve Systems India Private Limited

10/2007 – 02/2011

Ahmedabad

Leader to Customer Support team of 25 responsible for

- Data driven analysis on repeat calls, abandoned calls, mis-routed IVR calls, daily dipstick.
- Improvement strategies focused on quality scores, ICF scores, occupancy and reduction in repeat calls.
- Resolve cases escalated from the escalation desk to provide "first call resolution"
- Conduct regular briefings and training for upcoming updates in products and process.
- Performance tracking, continuous quality improvement and up-skilling of the team.

Process Executive | Operations - Inbound

Page-point India Services Private Limited

09/2005 – 11/2006

Ahmedabad

Tasks

- Performed tasks central to service provisioning and de-provisioning by written electronic correspondence to complaints, requests and queries.
- Handled calls from franchisees, top up retailers, distributors and individual customers.

EDUCATION

Master of Business Administration - Finance

ICFAI Business School

2015

Bachelor of Commerce

M.C. Shah Commerce College

2007

PROFESSIONAL CERTIFICATION

Lean Six Sigma - White Belt (2017)

awarded by Absolute Insurance Surveyors & Loss Assessors Private Limited

PROJECTS

Average Handling Time reduction project

- Driving Enterprise Admin and Subsidy activities of SLA/AHT reduction project and liaising with UK stakeholders for the implementation of suggested ideas.

Turn Around Time reduction project

- Two key aspects i.e. significant uplift in team's accuracy scores & TAT reduction of customer's query by designing a single "Request Template" for all types of request.

Process Migration from UK to India

- Successfully migrated process of VCO Disconnections & Crystal Queue from Vodafone UK over to Vodafone India Services Private Limited.

Adviser Performance Dashboard

- Suggested and Implemented "Adviser Performance Dashboard" enabling employees with performance tracking.

Operational Excellence

- Identifying process & operational improvement opportunities to drive resource optimization and minimizing operational risks with focus to drive service delivery excellence, conducting weekly & monthly reviews with Team Managers & SMEs.
- Implemented 30 process improvement ideas to save Revenue Losses, FTE reduction, TAT reduction, AHT reduction and Error reduction.

ACHIEVEMENTS

Best Team Manager (2017)

awarded by Absolute Insurance Surveyors & Loss Assessors Private Limited

Best Team Leader (2015)

awarded Vodafone Customer Back Office Operations

Quality Champion (2014)

awarded by Vodafone International Customer Operations

Process Champion (2013)

awarded by Vodafone International Customer Operations

Super Star Award (2015)

awarded by Vodafone International Customer Operations

Best Performer (2010)

awarded by I-serve Systems India Private Limited

TOOLS EXPERTISE

FCSA Professional Passport E-Gain Xero Accounting Sage Payroll Citrix Amdocs SharePoint We Transfer CRM