

# MIHIR K KHAMBHATA

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Targeting assignments in **Operations Management** with an organization of repute

**Industry Preference:** Finance / Banking sector

**Location Preference:** Gujarat

## PROFILE

## SUMMARY

- A result-oriented professional offering 10 years of a successful career with diverse roles distinguished by commended performance in Operations Management and Team Management
- Proficient in developing & streamlining systems with proven capability in enhancing operational effectiveness and meeting operational goals within cost, time & quality parameters
- Monitoring overall functioning of the processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Proficiency in managing service delivery operations with capability to win new business, defining SLA's, contract management, defining operating procedures; capacity management and handholding of business partners & key stakeholders
- Hands-on experience in managing all transaction processes & delivery of services; providing services to existing customers & managing all aspects of customer relationships
- Expertise in restructuring operations and introduced important measures to bring in profitability which included establishment of new local offices & strategic partner alliances for business processes
- Considerable experience in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence
- Capabilities in developing and implementing critical to quality service Standards/ KPI for attrition control and performance excellence
- Possess in-depth understanding of business; reviewing existing systems and business requirements and facilitating the implementation of new systems/ processes, in-line with the overall business goal and objectives
- An effective leader with distinguished capabilities in recruiting, leading, training large cross-functional and multi-cultural teams for running successful process operations across the units

### Core Competencies:

Operations Management |\* Business Development |\* P&L Management |\* SLA Management |\* Training & Development |\* General Administration |\* Client Satisfaction |\* People Management |\* Audit |\* Credit & Ops TAT |\* Customer Service & Retention |\* Service Delivery |\* Support Management |\* Quality Management |\* Process Improvements |\* Escalation Management |\* Team Management |\* Financial & Strategic Planning |\* Cross Selling |\* Risk Control |\* Know Your Customer (KYC) Norms |\* Management Information System |\* Statutory Compliance

## KNOWLEDGE PURVIEW

- **Knowledge of**
  - o Core system
  - o A3S system
  - o LOS System
- **Knowledge of Products**
  - o Auto Loan and Use car Loan
  - o Home Loan, LAP and BT

## ORGANIZATIONAL EXPERIENCE

- Since Mar'23 :**      **Operation Manager in Roha Housing Finance Ltd, Ahmedabad**
- Nov'20 to Mar'23 :**      **Operation Executive in Kotak Mahindra Bank., Ahmedabad**
- Jul'17 to Aug'20 :**      **Operation Executive with Aditya Birla Housing Finance Ltd., Ahmedabad**
- Jul'14 to Aug'17 :**      **Operation Executive with Kotak Mahindra Prime Ltd., Ahmedabad**
- Mar'10 to Jul'14 :**      **Back Office (Operation Executive) with Pamac Finserve Pvt. Ltd. Ahmedabad**

### Key Results Area:

- Implementing effective measures to reduce TAT: developed new procedures & processes to streamline operations and enhance service efficiency
- Designing & implementing procedures for operations and internal reporting systems for monitoring quality
- Forecasting workload and scheduling staff to meet anticipated workload within scheduled turnaround time thereby enhancing efficiency
- Interacting with clients to review & resolve operational issues as well as implementing new process & procedural changes

- Providing a high-quality customer experience, analysing CSAT (Customer Satisfaction), elevating customer satisfaction, while adhering to the SLAs and work processes
- Giving value added customer service to customers, giving information regarding various services and products offered and escalating satisfaction levels
- Steering the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Identifying & implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members
- Planning targets, monitoring them & ensuring achievement of overall targets on a daily, weekly & monthly basis
- Creating & sustaining an environment that fosters development opportunities and motivates high performance through effective management and career development
- Arranging meetings with potential customers through cold calling for new business opportunities
- Identifying opportunities by cementing relationships with existing clients to cross-sell Third Party Products (TPP)
- Collaborating with other managers and staff members in order to formulate and implement policies, procedures, goals, and objectives
- Administering promotional activities of many third party products of the bank & digital banking and ensured reduced banking operations costs
- Generating MIS reports on cheque returns, deliverables like cheque books, ATM Pins and welcome kits, petty expenditure of the branch & so on which further got audited by the internal auditor on a quarterly basis

#### ACADEMIC CREDENTIALS

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**M.COM :** from School of Commerce, Gujarat University, Ahmedabad, Year 2004.

**B.COM:** from Bhavan's College, Gujarat University, Ahmedabad, Year 2002.

**Technical Skills:** MS Office (Word, PowerPoint and Excel), and Internet Applications

#### PERSONAL DETAILS

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**Date of Birth:** 27<sup>th</sup> September 1981

**Languages Known:** English, Gujarati and Hindi

**Permanent Address:** E/2, Shreeji Parshwanath Apt., Jethabhai's Pole, Khadia, Ahmedabad – 380 001

**Marritual status :** Married.