**Manmeet Girishkumar Vyas**

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**CLIENT SERVICING, PROCESS TRANSITION, OPERATIONS – BPO/KPO/ITeS**

**LEAN SIX SIGMA GREEN BELT CERTIFIED**

Combining strong client satisfaction and operational communications expertise to promptly establish efficiency and productivity

**INTRODUCTION**

Operation Leader with nearly 15 years of experience in driving process improvement, client support and quality initiatives to increase revenue, profitability and competitive advantage. Worked with clients across geographies like United States of America, United Kingdom, and Australia. Possessing business visa for USA and Australia.

Process Transition | Operations

Customer Relationship Management | Client Servicing | People Management

Process Improvement | Training and Development | Service Delivery

Experienced and high-performing professional, offering advanced competency and strong qualifications in BPO/KPO/ITeS operation administration along with exceptional skills in evaluating critical business needs.

Possess extensive knowledge on Revenue Cycle Management, Legal Process Outsourcing, and Electronic Data Discovery. Track record of success in optimizing and improving productivity while maximizing bottom-line results.

1. **Market Research:** Item Coding, Reports, Database Management, Process improvement, Governance, Operations, Process transition.
2. **US Healthcare:** Medical Transcription, Medical Records Retrieval, Medical Records Organizing and Summarization, Medical Billing.
3. **Legal Process Outsourcing:** Drafting Documents, Database Management, Transcription, Bibliographic Coding, Electronic Data Discovery.

Overall responsibility for client-facing operations for company line of business. Maintain strict adherence to timelines and deadlines while ensuring detailed accuracy in all operational processes. Combine broad understanding of organizational policies & processes to provide creative and immediate conflict resolution.

**BUSINESS HIGHLIGHTS**

* Recognized as a competent professional with big-picture vision, leadership, and tenacity to successfully accelerate organizational revenue growth.
* Renowned as articulate communicator, strategist, and negotiator; accustomed to establishing positive relationships with clients, staff, and high-level personnel.
* Known as a team builder with superior talents to foster a team-spirited atmosphere based on open communication and mutual respect.
* Delivers solution-driven clients service in multiple roles, leveraging a natural ability to build rapport, assess needs, and determine best practices to solve problems and meet needs for people of all ages and positions.
* Combines comprehensive understanding of organizational policies and processes with detailed listening skills to provide creative and immediate conflict resolution.

**EMPLOYMENT DETAILS**

**Feb’18 – Till Date APT Business Services, Ahmedabad Sr. Client Manager**

**Industry and Region** – **Legal Process Outsourcing - Australia**

* Ensure that of the client’s responsibilities occur in accordance with the statement of work and service level agreements with the client
* Constantly evaluate systems, processes and procedures for inefficiencies and make recommendations for improvement
* Establish / enhance strong working relationships with key stakeholders
* Identify gaps in policies and processes and liaise as necessary with other business units and stakeholders to escalate issues for resolution
* Define, update the Framework (Process, Roles, Governance, KPIs), take ownership of client campaigns
* Conduct briefing through written status reports and/or verbal communication with the team and management on weekly and monthly basis. Produce the dashboards.
* Participate in cross training efforts on all stakeholder functions, to include knowledge transfer of all operational and compliance procedures
* Understand end to end client support processes and continually champion the sharing of knowledge across teams and functions
* Visit clients for business development and process transition

**Oct’17 – Feb’18 ArcGate, Udaipur Operations Manager**

* Acting as a change agent – build and deliver the change management strategy to ensure support and buy-in for improvement projects
* Ensure effective stakeholder management to deliver and maintain effective improvement project sponsorship
* Work with departments to identify key processes and improvement opportunities
* Preparing documents and presentation materials and reviewing project documents for accuracy and completeness

**Feb’11 – July’17 The Nielsen Company, Vadodara Operations Manager**

**Industry** - **Market Research Outsourcing**

**Key Contribution –**

* Act as liaison by developing strong relationships with client servicing team and BAU team in TCS to drive delivery of quality and on-time performance metrics.
* Gathering and analyzing data/metrics and share key findings (pivot charts, presentations).
* Actively involved in reducing cycle time and improving quality using DMAIC, PDCA, random sampling procedures, analyzing quality escapes/incidents and doing RCA using 5 WHYS**.** Ensure seamless BAU.
* Migration/Transitioning of processes to TCS – Ensuring deployments of the processes. Transitioned Delivery Manager role from Nielsen to TCS.
* Ensuring execution, compliance to SOPs and SLAs. Creating/reviewing/amending SOPs/BDPs to help TCS perform better.
* Worked on software enhancements by executing User Acceptance Testing by creating test cases, working with QA and app dev teams, executing UAT and signing off.
* Part of Governance team.
* Conferred with Silver Award for Act Now project undertaken at Nielsen.

**Nov’01 – Jan’11 Mangalam Information Technologies Pvt. Ltd., Ahmedabad Manager**

**Industry and Region** - **US Healthcare Outsourcing and Legal Process Outsourcing – United States of America**

**Key Contribution –**

* Played a key role in transitioning and establishing new clients, ensuring their stabilization; coordinated with clients regarding process quality, quantity, feedback, updates, capacities, etc. Answering RFPs, EOIs, client questionnaires, ensuring customer satisfaction is high.
* Was accountable for service transition activities related to the firms infrastructure and application solution projects. Assessed transition scope and characteristics of each project, and from this construct and execute an appropriate transition plan.
* Transitioned multiple processes from onsite to offshore. Visited clients onsite to support Customer Relationship, Process Transition, and Business Development activities.
* Enhanced process effectiveness by:
  + Planning and overseeing the transfer of key information necessary for the support (SOPs, SLAs, and checklists), operation and acceptance of solutions deployed into production.
  + Worked with client and software development team to create customized software for medical record retrieval process.
* Actively involved in coordinating for:
  + Business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities, capacity mgmt (FTEs)) and any business activities required to integrate new processes or jobs into the BAU environment.
  + Assessing, analyzing, developing, documenting and implementing changes based on requests for change.
  + Releasing/scheduling communication of progress via dashboards and weekly updates.
* Involved in reviewing operational procedures for smooth process efficiency, amending SOPs as and when needed; ensured effective running of the unit by applying best demonstrated practices as per SLAs standards.
* Demonstrated expertise in managing performance improvement and quality analysis for team and ensuring delivery of work within stipulated turn-around time.
* Led smooth flow of information to ensure work deliverances and constant improvement in quality by taking feedback from clients and putting it across to the concerned team leaders to enhance team’s work quality.
* Motoring, Training, Guiding and Leading subordinates and attaining service deliverables. Mentoring and helping the team members & sharing best practices with the team.
* Represented company in healthcare trade conferences in USA.
* Certified as Information Security Officer for ISO 27001:2005 (ISMS) conducting internal audits.

**PREVIOUS ASSIGNMENTS**

**Sep’01 – Sept’01 Betasoft Pvt. Ltd., Mumbai Quality Analyst (Medical Transcription)**

**Aug’99 – Aug’01 Avintech Pvt. Ltd. TC Supervisor (Medical Transcription)**

**ACADEMIC**

2017 Lean Six Sigma Green Belt Certified Exempler Global Grade: 85%

2011 Masters of Business Administration (Marketing) Sikkim Manipal University Grade: 65%

2003 Diploma in Marketing Management Ahmedabad Management Association

2001 Bachelors of Commerce (Accounting) Gujarat University

1999 Higher Diploma in Software Engineering Azure Computer Center, Ahmedabad

**IT SKILLS** Microsoft Office & Internet Applications

**PERSONAL DETAILS**

Date of Birth 1 March 1980

Address F/5 Deshna Apartments, Mirambica School Rd. Naranpura, Ahmedabad-380013

Languages English, Gujarati, Hindi, and Marathi