**SHASTRY ANIL *SENIOR OPERATIONS LEADER***

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**OPERATIONS & PROCESS MANAGEMENT | SERVICE DELIVERY | LEADERSHIP ACUMEN**

**Successful and fast track career, reflects continual learning & advancement and consistent achievements in driving cost-effective operational strategies, and initiatives that produce dynamic business results**

**Vision & Focus** ♣ **Team Leadership** ♣ **Efficiency & Performance** ♣ **Quality Improvement**

* Dynamic career of over 10 years reflecting pioneering experience and year-on-year success in achieving revenue and business growth objectives covering diversified processes in BPO/KPOs
* Currently working with Deloitte US India as Senior Business Operations Analyst
* Strengthening business agility and viability: History of strengthening compliance; improving & automating business processes; and elevating output, quality, customer satisfaction and employee morale to all-time bests
* Certified Lean Six Sigma Yellow Belt; Promote a culture of Continuous Improvement i.e. valued contributor to drive process excellence and supported in steering Six Sigma Initiatives, which will lead to improvements in areas productivity & delivery performance and reductions in product/process variation
* Talent recruitment and acquisition professional with experience developing and executing recruiting plans within both agency and in-house settings; skills in steering all phases of full-cycle recruiting, from initial sourcing and screening through offer negotiations, placement and on-boarding
* Deftness in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to SLAs & work processes and managing cost-effective operations
* Cultivating teamwork and strong customer relationships: Known for genuine, empathetic, persuasive interpersonal style that engenders trust while strengthening customer relationships and building cross-departmental cooperation

**Areas of Excellence Included:**

- Operations & Process Management - Service Delivery - Performance Reviews

- SOPs / SLAs / TAT Management - Quality Assurance / Process Improvements - Process Excellence

- Workforce Management Systems - HR Functions / Recruitment - Team Management / Trainings

- Employee Development - Talent Assessment - Cross-functional Coordination

**CAREER REVIEW**

**Jul 2016 – Present: Deloitte US India**

*Process: Shared Services, Canada*

**Senior Business Operations Analyst Jan 2018 – Till Date**

* **Analytical Skills:** Determining operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses
* **Technically sophisticated with functional tools** viz. Siebel CRM, SAP and SWIFT to extract the Financial Transaction for PPD’s; also assisted the PPD’s with their Audit & Tax Reports in coordination with Tax Team
* **Documentation Work:** Efficiently & effectively verified and approved electronically received expense reports in accordance with agreed service standards; ensured compliance to Travel & Expense policy
* **Process-Driven:** Looked afterTravel, Accommodation and Cab Booking for all Canadian Managers and Business Partners; deftly provided immigration assistance, when required; arranged Travel Health Insurance when someone is travelling to high-risk areas
* **Communication:** Dexterously provided team members with information regarding travel procedures and assisted with ensuring compliance with the Global Travel and Expense Policy
* **Survey Creation:** Through Checkbox & Qualtrics for all service lines across Canada
* **Cross-Functional Coordination**: Extended administrative coordination with Workplace Services, Talent, Technology, Assets Telecom, Finance, Legal, Procurement, Transport and Security
* **Events Management**: Played a key role in monitoring the execution of events viz. Promotions Celebrations, Post Tax Busy Season, Inclusion Activities and so on.
* **Forward-focused CRM Projects Manager:** Actively involved in tagging of Events & List Management; Account Management & Account Support and Online Marketing Campaigning; created the pricing tool and updated the background & conflict check for all the opportunities
* **Contributions towards providing time and expense support (DTE);** skilfully retrieved various reports via SWIFT which are required to complete the dashboards
* **Operations & Process Excellence:** Drove performance excellence initiatives, thereby reviewing the existing processes and enhancing the efficiency within the team; also documented the SOP for different projects
* **Solutions Delivery:** Efficiently & effectively recommended near term and long term solution approach to drive value for the business and organization through innovation as well as design or re-engineering

**Workflow Coordinator Jul 2016 - Jan 2018**

* **Engagement Management:** Worked in close relation with clients and understand their business requirement on regular basis
* **Workforce Management Systems:** Steered initiatives towards workflow management & other reporting tools; recommended solutions to maintain exceptional service to our business partners
* **Statistical Analysis:** Successfully carried out statistical analysis of service centre data -- forecasting & historical trend analysis; also assessed intraday forecasts and communicate to management team – provide commentary to assist supervisors and managers in meeting daily/weekly goals
* Efficiently **calibrated client feedback** with SSPs (Shared Service Professionals)

**Entrusted with Following Additional Responsibilities:**

* Served Deloitte certified trainer; delivered trainings on Business Communication
* Coached Professionals on Skill Development

**Significant Accomplishments:**

* Recipient of several Spot & Applause Awards for rendering best performances
* Also, bagged multiple appreciations via emails and client survey feedback for the quickest Turnaround Time from PPD (Partners, Principals, and Directors)

**Jan 2012 – Jul 2016: Genpact India Pvt. Ltd.**

**Process Developer / Acting Supervisor (Client: Google Wallet) May 2015 – July 2016**

* Defined service standards and guidelines; steered process transition initiatives inclusive of assessing business requirements, coordinating in developing process flows and so on
* Led & guided a team of 15 associates; set up targets, SOP & SLAs; skilfully maintained CTQ (Critical to Quality) targets
* Generated reports on regular basis, in order to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics
* Deftly maintained EWS (Early Warning System) for the team for tracking and proactively addressing people issues

**Process Developer / Trainer (Client: Google YouTube) Apr 2013 – Apr 2015**

* Undertook responsibilities of removing less logical procedures in processes thereby reducing processing time; also identified improvement areas and implemented adequate measures to maximize customer satisfaction level
* Initiated conversations with Business Unit, thus identifying & the root cause and find solutions accordingly
* Identified and implemented strategies for building team effectiveness by promoting a spirit of cooperation among team members
* Skilfully conducted process test to the team on monthly basis; published the score to the management which will be considered for the associates Monthly Performance Scores

**HR Coordinator Apr 2013 – Apr 2015**

* Functioned as HR Coordinator – actively involved in wide gamut of HR tasks entailing recruitment, interview scheduling, setting up meetings as well as securing meeting spaces
* Efficiently processed timesheets for more than 150 company employees with 100% error-free accuracy
* Coordinated for staffing functions to source resumes and schedule interviews, as requested
* Successfully maintained secure & accurate records of staff-related data viz. Payroll, Turnover Rates, and Leaves in the database to ensure all employment requirements were met
* Provided support to the recruitment process via sourcing candidates, running reference checks and issuing employment contracts
* Oversaw the completion of job application materials, thus maintaining records for over 300 employees

**Process Associate (Client: Google YouTube) Jan 2012 – Apr 2013**

* Commenced career as a Process Associate for client - Google YouTube; looked after YouTube Paid Content and Compliance
* Diligently dealt with second level of verification of the content, that gets uploaded into YouTube which violates the YouTube policy and compliance

**Significant Accomplishments:**

* Played a key role in working along with few Quality Black Belts on Failure Mode and Effects Analysis (FMEA) project, to find out the process flaws; *suggested mitigation plans and strategies*
* Skilfully worked on First Call Resolution idea that resulted in improving the overall Resolution Rate of the process
* Instrumental in conducting Time and Motion study for the process to figure out the AHT whenever the process flow change
* Conferred with Best Agent for Exceeding Process Expectations Award, 35 times basis month-on-month ratings since 2011
* Got elevated to the position of Process Developer from Process Associate for the outstanding performance in 2013

**SCHOLASTICS PORTFOLIO**

**Master of Business Administration - HR & Marketing** from Symbiosis, Pune with 70% **2014**

**Bachelor of Science** from Osmania University with 80% **2008**

**Intermediate – 12th** from Board of Intermediate Education with 82% **2004**

**SSC – 10th** from Board of Secondary & Higher Secondary Education with 70% **2002**

***IT Skills****: Comprehensive exposure to MS Office Suite (Excel, Word & PPT); Intermediate VBE Coding and Internet Applications*

**REFERENCES AVAILABLE ON REQUEST**