

Professional Profile

Name: Vivek P Unhale

Address: Flat No. 304, Sai Nanditha Enclave, Qutbiguda, Hyderabad - 27

Email ID: vivekunhale@gmail.com

Mobile: +91 9500165773

Home: +91 44 49525404

Profile Summary

Certified Six Sigma Green Belt results-driven manager with more than 12 years of experience in handling Operations and Quality Assurance functions. Proven performer with excellent people management, communication and analytical skills. Currently managing US Loan Operations process as a Senior Manager for Barclays bank. Have earlier managed sales and service teams in Contact Center world (Credit Cards). Dynamic team player, energetic, hard-working professional with high degree of professional integrity and ready to take-up challenges.

Employment Details

- Currently working at **Wipro BPO as Senior Manager Operations**
Dec 2015 to Present (1 year and 1 month) -- Responsible for entire US region which includes Agency, Investor Relations, Asset Servicing, Secondary Loan Trading Teams and Reporting & Controls teams. Key responsibilities and deliverables outlined below.
- **Previously worked with Wipro BPO as Operations Manager**
Oct 2012 to Nov 2015 (3 year(s) - 1 month(s))Currently working for Barclays Investment Banking client through WIPRO BPO - Chennai
 - Currently managing multiple teams with total strength of 60 FTE in Investment Banking Loan Operations process for Barclays Bank (US Customer Base). Processes include the US Agency, Investor Relations Team, Syndicated/Participated Loans and Asset Servicing (Portfolio Management).
 - Processes include US Agency, Investor Relations Team, Syndicated/Participated Loans and Asset Servicing (Portfolio Management) teams.
 - Involves Loan Trading and Portfolio Management for Corporate clients.
 - Process Management, Client Management and Operations Management.
 - In-depth understanding of the credit agreement with the client/participant banks which details the terms and conditions.
 - Managing teams which work on primary, secondary and third party loan activities.
 - Barclays bank is one of the 5 leading banks in the world in secondary loan trading. Team processes on an average of 100 trades a day with at least 250 allocations wherein funds are remitted to the counterparties for buy trades and received for sell trades.
 - Work with various internal departments such as facility capture team (booking team), primary and secondary closers, onshore oversight team, PCG team etc and facilitate smooth functioning of end-to-end loan operations process.
 - Servicing of loans and clearing cash breaks, past dues, DIs, other breaks during the quarter-end and work on high risk items actively.
- **HSBC Global Resourcing, Hyderabad as Manager Operations**
Sep 2007 to Apr 2012 (4 year(s) - 7 month(s))HSBC Global Resourcing, Hyderabad, Mar 2011

– April 2012

Manager Operations, HBUS Credits, Agency & CSSC Industry: Financial Services/BPO

Key Responsibilities & Deliverables

Managed 6 AMOs and 70 Customer Service Executives in the Credit and Risk CoE for US region.

Strict adherence to cut-offs for disbursement of funds in Agency and Customer Service Support Center processes.

Managed Commercial Loans, WLI and Credit Inquiries processes.

Was actively involved in an end-to-end 3 FTE migrations from the US to Hyderabad.

Ensure work rate and production availability of the teams are within the prescribed limits.

Attendance and attrition management.

Weekly and monthly site update to all the Business Partners under my portfolio.

Wire releases up to 2.5 Million USD for Commercial Banking customers adhering to strict timelines, cutoffs, etc.

Release Online Transaction Entries (OTEs) on a regular basis.

Prepare/oversee/amend the monthly business scorecards, CSE scorecards prepared by the AMOs.

Conduct skip level meetings with all the AMO teams on a timely basis.

One of the three eSAC SPOCs for the VP section as well.

Key Milestones and Achievements

Maintained 100% quality in terms of releasing of wires in HBUS Agency and CSSC world. Showed 2 Full Time Employee benefit in HBUS Credits team by cross-training the staff in different processes.

Received many a compliments from Agency Business Partners for successfully planning, organizing and executing the quarter peaks for Q1 2012.

Received compliment from CMB Head for providing “Best in Class” customer service in HBUS Agency.

Team Of the Quarter award for Q1 2012 from the VP world for Agency team.

Planned and organized State of Nations for the department for Q4 2011

- **HSBC Global Resourcing, Vizag, Sept 2007 to Feb 2011**
Manager Operations, Card Services – Customer Care Industry: Financial Services/BPO

Key Responsibilities & Deliverables

Managed 6 AMO teams which include both Service Plus and Service Queue teams in Card Services Customer Care.

Attendance and Attrition Management.

PLA Adherence.

Supervising the MO section's performance for key metrics like Enhancement Services Sales rate, Customer Experience scores, First Call Resolution scores, Script adherence, VOC scores, etc.

Call monitoring, feedback and deciding the Performance Improvement Plans for the agents

based on their behavior/skills identified on calls.
Formulate monthly action plans for the department.
Weekly and monthly site update to the BA.
Weekly call calibration sessions with the AMOs/AVPO/VPO/Business partners.
Conducting CE sessions for all the teams in the section.
Was department SPOC for any Balanced Score Card related questions, vetting/preparation of the same along with the Ops Desk team.
Have been instrumental in driving performance through several ad hocs at the section and department level by making optimum use of the AVPO budget.
Conducted skip levels with all the AMO teams on a timely basis.
Have also headed sales policy violation meetings and updated the database with the appropriate corrective actions formulated for the associates.
Weekly section performance review meeting with the VP of the department.
Was Local Compliance Representative and BCP Champion for the department. eSAC SPOC for the VP section as well.
Also managed Ops Desk team along with Operations teams from June 2010.

Key Milestones and Achievements

MO section had brilliant performance in the entire year of 2009 with the site having the lowest sales gap for majority of the year across all four offshore sites (Vizag, Kolkata, Manila and Alabang).
Vizag CS Customer Care (MO section included) also ended in "green" on sales gap for the months of May, June, July, August, September and October 2010.
Two Team of the Quarter awards from the MO section.
Was an active member of GSC Vizag food committee for 2008.

HSBC Global Resourcing, Vizag as Assistant Manager Operations, Card Services

September 2005 to Aug 2007 (2 years) HSBC Global Resourcing, Vizag,

Key Responsibilities & Deliverables

Managed teams in all the three queues (i.e.) High Sales, Service Plus and Service queue in CS – Customer Care.
Attendance and Attrition Management.
PLA Adherence.

Supervising the team's performance for key metrics like Sales and Service levels, Quality, and Customer experience.
Attrition Management.
Call Monitoring and feedback.

Key Milestones and Achievements

Team Leader Award for H1- 2006 at Centre level.
Six consecutive Team of the Quarter awards (Q1, Q2, Q3, Q4 of 2006 and Q1, Q2 of 2007).
Business Leader of the Year for GSC Vizag for 2006.
Least attrition (only one) throughout the tenure as an AMO in CS- Customer Care.
Several Superstar awards from the team.
Best Performer for the Queue, Best PPH, Best Sales Rate, Best Quality awards also from

the team.

8 Best AMO awards.

Many lateral movements from the team as Quality Coaches, ISD Coaches. Some of them promoted as AMOs later on.

Employee of the Year nomination from the team for 2006.

Member of 100 Club from the team.

Representatives for Fun at Work, SON and "Vizag Great Place to Work Committee" at the Department level.

Managed both the High Sales teams in the month of November 2006 and exceeded all the revenue targets for both the teams.

HSBC Global Resourcing, Vizag, Mar 2004 to Aug 2005

CSE & Quality Coach, HSBC Global Resourcing, Vizag,

Key Responsibilities & Deliverables

Inbound calling in a fully voice- based process called Household Insurance Services (HIS).

Call monitoring and feedback.

Co-ordination with the Business Area through daily conference calls as a Quality Assurance representative.

Key Milestones and Achievements

Bagged awards like Star of the Month, Best Quality, Highest premium saved and Highest save percentage.

Achieved outstanding results in call calibration. Increased the calibration percentage from 50% to 90% just within two months.

Education

Degree - Bachelor of Engineering (Civil).

Major - Structural and Geotechnical Engineering

Year of Degree - 2002

Personal Details

Date of Birth: 31st May 1980

Languages known: English, Hindi, Telugu and Marathi

Passport number: E6138671

Hobbies: Listening to music & traveling