Professional Summary

Results-driven and visionary leader with over 25 years of experience in BPO, entrepreneurship, and finance. Proven track record of successfully managing companies, driving growth, and leveraging technical expertise to enhance business operations. Seeking to leverage my expertise to drive innovation and excellence in the industry.

Professional Experience

Senior Vice President - BPO Operations (BP09)

Inazuma.co | 2015 - Present

Founder & Managing Director

Manasi (formerly Mukund Computers and Software) | 1996 - 2015

Key Achievements:

- Successfully transformed the company from a small startup to a reputable IT and software services provider
- Developed and executed strategic plans, resulting in 20% YoY growth for 5 consecutive years

Responsibilities:

- Overall strategy and direction
- Client relationship management
- Team leadership and development

Junior Accountant

Charted Accountant Firm (Ahmednagar) | 1992 - 1993

Key Achievements:

- Assisted in successful audits for multiple clients, ensuring 100% compliance with regulatory requirements
- Developed and implemented a filing system, reducing document retrieval time by 30%

Responsibilities:

- Financial statement preparation
- Audit assistance
- Client communication

Team Lead - Customer Service

ABC BPO Services (Contractual) | 2001 - 2003

Key Achievements:

- Improved team's customer satisfaction ratings by 25% through targeted training and process enhancements
- Reduced average handling time by 20% through efficient workflow management

Responsibilities:

- Team management and development
- Customer issue resolution
- Process improvement initiatives

IT Consultant

DEF IT Solutions (Consultant) | 2003 - 2005

Key Achievements:

- Designed and implemented a customized CRM system for a major client, resulting in 30% increase in sales
- Conducted IT audits for multiple clients, identifying and mitigating potential security risks

Responsibilities:

- IT strategy and consulting
- System design and implementation
- Audit and risk assessment

Education

Technical Skills

Programming Languages:

- Java
- Python
- C++

Software Proficiency:

- Microsoft Office Suite
- Google Workspace
- CRM Systems (Salesforce, Zoho)

Operating Systems:

- Windows
- Linux
- macOS

Data Analysis:

- Excel
- Tableau
- Power BI