



# SAHIL VAID

📍 Delhi NCR

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## CAREER SUMMARY

**Senior Manager with over 17 years of experience in diverse functions including Operations, Customer Service, BFS (Banking & Financial Services), Financial Crimes, People Management, KYC, AML, Fraud Prevention, Credit Analysis, Collections, Accounts Receivable (Order to Cash), Disputes, Supplier / Vendor Management, Transition, B2B, B2C, etc.**

**Lean Six Sigma trained, tested, & certified and DataBridge Green Belt trained & tested, with a proven track record of delivering results and driving process improvements!**

## EXPERIENCE

**Senior Manager**, 03/2021 – Current  
**Genpact India Pvt. Ltd**, Delhi NCR

**Job Responsibilities (Senior Manager):** In this role, I have handled a team of 50+ colleagues, including Operations Managers & Assistant Managers in BFS (Banking & Financial Services) organization who were responsible for Fraud alert management processing in Financial Crimes domain.

Prior to this, I have also led a team of 50+ colleagues, including Operations Managers & Assistant Managers who were responsible for activities related to Accounts Receivables (Disputes & Cash Applications) in O2C domain.

Below were some of my key responsibility areas:

- Lead a team of 6 - 8 Team Leaders & 50+ Fraud Alert Management Associates who are responsible for fraud alert management processing.
- Review team's performance on all metrics such as productivity, accuracy, adherence, capacity planning, etc. and be accountable for delivery.
- Continuous monitoring, coaching and development of designated TLs.
- Communicate regularly with Client to report performance and share improvement opportunities.
- Provide knowledge of product & service along with fraud identification skills to team members to enable them to provide service excellence and take accurate decisions in the alert management process.
- Act as a step-up approver for complex pieces of the alert management process including pre-arbitration / arbitration and pre-compliance / compliance.
- Liaison with training team to enable team to build rapport and determine appropriate solutions for customers.
- Conduct interviews & training.
- Responsible for achieving and exceeding team's defined targets through sustainable change or process improvement.
- Implement best-in-class processes and practices for maintaining and exceeding productivity and quality service level agreements.
- Support transition of processes

### **Achievements and Projects (Sr. Manager - Mar'21 to date):**

#### **A. Achievements:**

- **2022** -

**Lean Six Sigma Certification:** Successfully implemented a Lean Idea (KPI Average Days to Resolve a Dispute) by applying Lean tools and techniques to deliver business outcome through continuous improvement.

#### **B. Awards:**

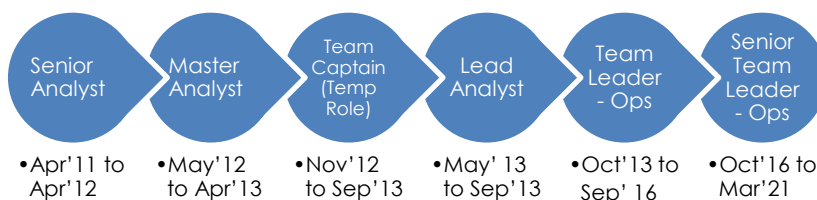
- **2022** - Winner of **1 Silver** award (INTEGRITY - Performance with exceptional Integrity)

- **2021** - Winner of **1 Silver** (COURAGEOUS - Ability to influence change) & **3 Bronze** awards (INCISIVE - Intellectual agility, COURAGEOUS - Tolerance for ambiguity & CURIOUS - Humility and inclusiveness) in first year of tenure

### C. Other Highlights:

- **KPI Management (2022)** - Our most important KPI '**Average Days to Resolve a Dispute**' was never met prior to the transition for several years due to factors like Buyer Dependencies, increased volumes, etc. However, despite all the odds, we achieved this KPI 5 times in a year under my leadership.
- **Transition (2021)** - Successfully transitioned one of the most complex processes of AR, ensuring all virtual knowledge transfers were captured and executed effectively. I was also able to drive outstanding performance in Guided Production with **99.07% Accuracy & 126.20% Productivity**, even when my team was under a learning curve.

**Previous Organization: American Express India Pvt. Ltd, Delhi NCR**



**Process:** Global New Accounts (US & Canada) & Global Commercial Credit

**Job Responsibilities (Team Leader/Senior Team Leader):** In this role, I have handled a team of Analysts who were responsible to process personal & small business credit card applications (KYC, AML & Fraud Prevention) for US & Canada Region and Balance Transfer & Credit Limit increase applications (US Region) in a timely manner by delivering superior customer service.

I have also handled a team of Analysts who focused on reducing financial exposure and risk to the company as well as enable spend for our commercial customers who can demonstrate their ability to repay the amount (Global Commercial Credit & Collections - US Region).

Below were some of my key responsibility areas:

- Handle a team of Analysts (Including a Team Captain) and responsible for their overall performance.
- Responsible for day-to-day functioning / administrative work including production floor management, delivery of all customer and shareholder metrics, such as VOCM, CHT, Compliance, Service Level, Abandoned Rate, Inventory Penetration, Scheduled Adherence & Net Cancellation Rate
- Provide leadership insights and initiate process improvements by identifying service delivery gaps, offer solutions, and successfully implement ideas to enhance products and services.
- Conduct weekly coaching & feedback sessions for team members. Provide Career development by assessing long term objectives and extend support in role progression by developing their skills & responsibilities.
- Implement Performance Management Process (PMP) to evaluate progress and provide growth opportunities.
- Train team members on new policies, processes & changes, by conducting huddles and provide support.
- Lead and maintain colleague satisfaction and morale by using reward/recognition tools available.
- Detect attrition risks and address them in a timely manner.
- Mentor and lead new Team Leaders & Team Captains
- Support business initiatives & build strong network across multiple business units and sites.
- Perform E2E tasks associated with recruitment and selection process (Opening a requisition, collaborating with the recruitment team, scheduling & conducting interviews, conducting PHOs, approving offer in system, etc.)
- Create End-To-End training plan for the process and ensure smooth execution and completion – Including certification.
- Weekly/Monthly Reviews with aligned Director/Vice President
- Support migration of processes
- Support Centre visits

### Achievements and Projects (Team Leader/Sr. Team Leader - Oct'13 to Mar'21):

#### A. Awards:

- Winner of **GCC Customer First Trophy** for highest T3B (96.55%) - Oct'20 (2<sup>nd</sup> month in production)

- Winner of **GCC Quality Trophy** for 100% Quality/Compliance Score - Oct'20 (2<sup>nd</sup> month in production) & Nov'20
- Winner of **GCC RnR - Q3'20** - Special Recognition
  - o **Citation** - 'Sahil joined us from GNA as a part of Credit Absorption Team. His will to learn has helped him and the team in driving Customer and Shareholder results. During his stint with GCC he took on the responsibility of Leave Management for the Corp CM Portfolio. His experience helped us in leading with an external perspective. Thank you, Sahil.'
- Winner of **Contribution Award 2019** for going above & beyond and demonstrating exemplary service
- Winner of **Clash of The Titans Award** for achieving highest OSAT & **Top Gun Award** for most improved OSAT - Sep'19
- Winner of **Exceeding Everest Award** for TL with lowest team ACW (Apr & May 2019)
- Winner of **Cut Above Award** (H1'18) - A Bi-Annual Award to reward the best performing Band 30 colleagues.
  - o **Citation** - 'Sahil has been a top TL across all the skills with an average GPQ of 110 for the last 6 months. He has also been instrumental in driving process improvement initiatives by working closely with network partners and leveraging his rich experience of New Accounts Canada process to recommend innovative solutions like the approval emails and bank third party. Sahil is known for his ability to be a team player and has demonstrated ability to work congenially with peers and leaders across lines of business.'
- Winner of **Process Excellence RnR 2018** for Top Contributor for Process Excellence Ideas in 2018
- Winner of **True-Blue Award** (First Winner from Process) - A monthly award given to colleagues who bring to life what we stand for and truly demonstrate our Blue Box values.
  - o **Citation** - 'Sahil Vaid, Senior TL-GNA Canada worked with CEN, GOCM and Marketing Team in Canada to provide a seamless on-boarding experience for our Card Members. It all started when the team realized that incomplete and incorrect Card Member applications were being processed, resulting in a delay in card delivery and subsequently a rise in escalations. This not only affected the Card Member experience, but also negatively impacted the internal VOCM scores of our GNA Canada team colleagues. Through GSN Synthesizers, a platform which enables cross functional collaboration across businesses in GSN, the teams worked in partnership to provide coaching, feedback, and adequate training resources to the Marketing team for a seamless and error free onboarding experience. The collaboration was a win-win situation for everyone. GNA Canada saw an improvement of 1050 basis points in cases, considerable improvement in VOCM, along with a reduction in customer escalations. Similarly, the Marketing team benefitted by minimizing processing errors, which greatly improved the customer experience. A true testimony for collaboration and how 'We need different views' to excel every day!'
- Winner of **Golden Star Awards 2016** (Presented by **Jim Higgins** - EVP of GCFN) - An annual award given to top 1% colleagues across GCFN.
- Winner of **Process Excellence RnR 2016** (Presented by **Raymond Joabar** - EVP of GSN) -
  - o **Citation:** 'Sahil started working on 8 projects for overall process improvement in collaboration with Process Excellence and on-shore Canada team, and 3 of the projects have already completed with fantastic results.'
- Winner of **Global Excellence Award 2015** (Presented by **Pradeep Kapur** - SVP & GM of Global CFN, JAPA & GPE) - An annual award given to top 2% colleagues across the organization, to recognize the highest performers for delivering extraordinary results and driving the right business outcomes. In 2015, nearly 400 colleagues (123 /7500+ from India Site) were recognized in GSN from more than 20 locations around the world.

#### B. Other Highlights:

- Highest monthly OSAT (208.23) & Top Box (77.97%) achieved at a team level - Sep'19
- Highest OSAT (201.4), Top Box (73.8%) & RTF (68.9%) within process (Among 14 Teams) - Mar'19
- Top contributing Team Leader (Maximum Ideas submitted for Process improvement) - Mar'18
- Top IB Team Leader (VOCM & Compliance) in Q1'15
- Top Team Leader (VOCM & Compliance) - Dec'14
- Highest compliance accuracy (98.1%) and privacy accuracy (99.1%) within process in 2014 (Among 20 teams), despite managing a compliance prone skill.

#### C. Projects:

- **Business Continuity Plan (Covid-19)** - Was actively involved in supporting BCP/WFH during Covid-19 outbreak. Stepped up to support Desktop Mobilization and several other initiatives.
- **Team Captain Onboarding & Training (GNA US - 2019)** - Created E2E onboarding and training plan for GNA TCs around their KRAs. Was also responsible to create the training module and conduct the training.
- **CLIC Call Back Project (GNA US - 2019)** - A project to build a call back capability for CCPs via CLIC, to improve Customer experience and Business metrics.
- **Process Improvement (GNA Canada - 2016 to 2018)** - Included 8 projects for overall process improvement:
  - o Launch Bank Verification on Phone
  - o Improve Dialer Strategy
  - o Wrong Number DND
  - o Revise Contact Strategy
  - o Email Regarding Application Status

- o ID Policy
- o Outbound Call Opening
- o Introduce Lexis Nexis
- **Team Captain Ideas and Implementation** (2017) - Mentored a group of Team Captains to support them and help them with any roadblocks in getting connected to the right people to implement their ideas.
- **GNA Canada Process Migration** (Q2'15) - Global New Accounts (Canada) migration from onshore to India
- **Process Enhancement (BTLI)** (2014 & 2015) - Worked with the Process Excellence team to improve customer satisfaction and reduce bad demand.
- **Ops WFM Excellence** (2014) - Took on a lead role to partner with the WFM team at a process level for overtime, staffing requirements & shrinkage issues and partnered with other leaders to share solutions for festive days, etc.
- **Leaves SOP 2015** (Q4'14) - Worked with the WFM and Ops team to eradicate UTOs and streamline the leave procedure at a process level.
- **RnR** (2014) - Constructed and executed a new RnR structure at a process level.

#### D. Colleague Satisfaction:

**Colleague Experience Survey (Formerly Pulse):** An annual global survey for all colleagues that enables them to share their experience working at American Express

Year	Engagement	Alignment	Agility	Leadership	Learning and Career Development
2020	Not Applicable due to less than 10 direct reports				
2019	Not Applicable due to less than 10 direct reports				
2018	Not Applicable due to less than 10 direct reports				
2017	98%	100%	98%	90%	95%
2016	96%	97%	95%	99%	100%
2015	Not Applicable due to less than 10 direct reports				
2014	94%	100%	93%	93%	88%

**Lead Operations (Band 5),** 09/2010 - 04/2011

**IBM Global Process Services,** Delhi NCR

**Process:** Intuit Technical Support (US Inbound)

**Job Responsibilities:** Technical troubleshooting and up-selling of QuickBooks

**First Organization: Serco BPO Pvt Ltd formerly InfoVision Group,** Delhi NCR

Customer Representative Executive	Senior Customer Representative Executive	Team Developer
•Sep'05 to Sep'06	•Oct'06 to Dec'07	•Jan'08 to Aug'10

#### Job Responsibilities (Team Developer - Jan'08 - Sep'10):

- Handling a team of 15 - 20 agents and responsible for their overall performance
- Handling escalated and supervisory calls.
- Weekly reviews with onshore clients
- Generating MIS reports & sending the compiled report to the client
- Call monitoring and providing individual feedback to the agents.
- Weekly one-on-one sessions with team members to evaluate their performance and plan their development.
- Conducting training sessions, huddles, and meetings
- Handling leave records, time-track, and Agent Productivity Tracker

#### EDUCATION

**Bachelor of Business Administration (2007) - Rai University** (New Delhi, DL)

**Senior Secondary: Commerce (2004) - APS** (Gurgaon, HR)

**Higher Secondary (2001) - Spring Dales Senior School** (Amritsar, PB)

#### ADDITIONAL INFORMATION

**Passport:** Valid till Apr'28

**Father's Name:** Mr. Pradeep Kumar Vaid

**Spouse's Name:** Mrs. Sneha Vaid