**Resume 1:**

Education:

* BCA, Vinayaka Missions University

Experience:

* Operations Manager, BNY Mellon International Operations India Pvt Ltd (Sept 2009 - present)
* Led a team of professionals responsible for accurate and timely account setups and invoice production for institutional clients globally
* Tasked with improving service quality and reducing overall unbilled revenue
* Monitored client KYCs and compliance monitoring for institutional clients
* Managed support and trained the team in drafting and reviewing standard operating procedures to ensure compliance with US and global regulations for billing
* Initiated quarterly risk and control self-assessments (RCSA) concurrence reviews with all process stakeholders
* Worked as a project manager in BNY Mellon PMO to manage the transitions of billing operations
* Restructured organization design to differentiate roles, develop career paths, and facilitate easy work rotation
* Managed multiple teams for different sub-functions within billing department
* Application Support Engineer (Tier II), Wipro Ltd (CLIENT: Microsoft)
* Provided technical support to Siebel CRM users across the globe from Microsoft Corp
* Communicated with users to obtain understanding of their environment and challenges to troubleshoot issues and provide solutions
* Trained new engineers in providing proactive support to users
* Compiled data and department metrics into reports for management examination of processes
* Coordinated development team with business users for system deployment and modifications
* Performed periodic application health checks
* Account Receivables Senior Associate, Dell Global Financial Services (Aug 2005 - Feb 2007)
* Handled a portfolio of about 500 US corporate customers and managed a team of 8 senior credit controllers
* Minimized credit losses by managing the team to collect delinquent amounts
* Handled escalations through emails and over the phone
* Mentored new hires and assisted team members in improving performance as required
* Set up and led conference calls with customers and other internal departments to discuss issues on accounts and derive measures to resolve them
* Outbound Caller, GE Capital International Services (GECIS)
* Made outbound calls and sent emails to inform institutional clients about their delinquent payments as per standard operating procedures
* Maintained 95% accuracy rate throughout the year
* Generated a daily report on the team's performance, which included ways and means of improvement in COE revenue

Skills:

* Operations management
* Project management
* Transitions management
* Risk and control self-assessments
* Talent management
* Customer support
* Performance management
* Team leadership

Resume 2:

Key Competencies:

* Multi Operations Management
* People Management
* Customer Services
* Emails
* MIS
* Vendor Client Services Management
* Cross Functional Coordination
* Banking Financial Services
* Transaction Monitoring
* ATM Operations
* Prepaid Card Operations
* Pre-Issuance
* Post-Issuance
* POS Operations

Job Profile:

* Manager Operations, Zaggle Prepaid Ocean Services Pvt Ltd (Oct 2017 - Present)
* Service Manager Operations, Yalamanchili Software Exports Ltd (Dec 2015 - Feb 2017)

Skills:

* Effective communicator with excellent relationship building and interpersonal skills
* Strong analytical, problem-solving, and organizational abilities
* Extensive experience in managing operations with demonstrated leadership qualities and organizational skills
* Customer-centric operations management ensuring customer satisfaction by achieving service quality norms
* Risk analysis and management of delinquencies with dexterity, applying techniques for maximizing recoveries and minimizing credit losses
* Analyzing and identifying training needs of team members, and developing, organizing, and conducting training programs to improve their performance
* Preparing and maintaining daily MIS reports to evaluate the performance and efficiency of the process related to various verticals
* Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensuring adherence to SLA

Experience:

* Manager Operations, Zaggle Prepaid Ocean Services Pvt Ltd (Oct 2017 - Present)
* Managed card operations for prepaid cards
* Coordinated with different software teams, including CTL prime Axis Bank Credit Cards, Insight for POS Machine technical operations for Amex, MID TID Generation ATOS Venture Infotek, Ticket Management System TATA Communications Private Services Ltd ATM NOC Operations, and Branch Portal Yalamanchili Software Exports Ltd Prepaid Cards SBI Bank Zaggle Prepaid Oceans Services Ltd Zaggle Prepaid Ocean Services Pvt Ltd
* Defined processes for field services and monitored necessary checks
* Measured vendor SLA by analyzing the TAT of vendors and the client SLA provided to us
* Handled vendor payment issues and ensured payments are processed on a quarterly basis
* Planned and executed each skill of operations in accordance with the department's policies and procedures
* Managed relationships with business teams, software development teams, and other services to achieve project objectives
* Service Manager Operations, Yalamanchili Software Exports Ltd (Dec 2015 - Feb 2017)
* Managed operations for prepaid cards in the payment industry
* Ensured PIN generation SLA is maintained and chargeback cases are raised in a timely manner
* Managed email customer services properly and ensured the emails are replied to effectively
* Monitored transaction monitoring 24/7
* Assisted bankers from SBI and associated banks for their BCP plans by getting them executed in the system with the help of DR PR plans or any other business requirements
* Maintained the highest level of quality in operations, ensuring adherence to all quality parameters and procedures as per the stringent norms
* Led, managed, and supervised the execution of external audit engagements and presented findings to senior management and clients
* Coached and mentored 20 team members to perform at a higher level by providing opportunities for personal and professional growth
* Designed and conducted training programs to enhance operational efficiency and retain talent by providing optimum opportunities for personal and professional growth
* Team Leader Executive, Ma Foi I Smart (Aug 2006 - Oct 2009)
* Worked in the emails, phone banking, correspondence unit, and snail mail departments

Education:

* Commerce, Mumbai University

Resume 3:

Education Details:

* B.Com (Commerce), Mumbai University, Maharashtra
* DIM (Business Management), IGNOU

IT Skills:

* Well-versed with MS Office and internet applications
* Proficient in various ERP systems implemented in the companies, including SAGE, Flotilla LM ERP, Tally 9, WMS, and Exceed 4000

Skill Details:

* Employee Resource Group: 6 months of experience
* Enterprise Resource Planning: 6 months of experience
* ERP: 6 months of experience
* MS Office: 6 months of experience
* Tally: 6 months of experience

Company Details:

Company: Landmark Insurance Brokers Pvt Ltd

* Description: One of India's largest insurance brokerage firms with offices across 24 states PAN India and a part of the Landmark Group with an annual turnover of 2200 cr.
* Position: Operations Manager
* Duration: Jan 2019 till date

Key Responsibilities:

* Leading and overseeing a team of 12 people to ensure that the correct work processes and TAT are followed with regards to complete insurance handling from cheque submission right up to policy issuance and support to all offices PAN India for Motor and Health Insurance
* Ensuring all the data entry of customers is correctly done by the customer service
* Underwriting of documents and verification (Health, Motor)
* Costings of insurance products
* Follow-ups with insurance companies
* Customer complaint handling and solutions
* MIS reporting
* Ensuring the team is working in line with the operations SOP
* Conducting weekly briefing with the team
* Liaising with all PAN India offices for all operational support
* Handling daily cash transactions
* Reporting to the Vice President Operations

Company: Trippereri Travels Tours

* Description: A startup travel agency company organizing local and international tours
* Position: Operations Manager
* Duration: Jan 2017 to Mar 2018

Key Responsibilities:

* Looked after overall operations and administrative sales functions

Company: Vish Hotel Supplies Pvt Ltd

* Description: A distributor of hotel supplies to 5-star international hotel groups in India for hotel amenities from an international supplier to more than 50 hotels all across India.
* Position: Operations Manager (Supply Chain Logistics)
* Duration: Jan 2015 to Nov 2016

Key Responsibilities:

* Complete Incharge of running the business from Shipping Imports warehousing right up to Distribution and overseeing all operational related activities for the company
* Overlooking and managing all aspects of the business and implementing procedures for successful shipping inventory management at the warehouse delivery of material all India plus exports
* Overseeing all vendor negotiations in addition to the customs warehouse and cha
* Negotiating with Freight forwarders for best freight rates and quickest delivery times
* Overseeing the clearance of import shipments and export shipments and liaising with freight forwarders
* Ensuring that all government and tax compliances are adhered to by the company
* Ensuring that all benefits of government rebates and duty schemes are received and availed by the customer and company as per the EXIM license held
* Overseeing that all customers are satisfied with the overall supplies and services of the company
* Ensuring that all obstacles faced in the supply chain management are smoothed out for hassle-free delivery to the customers across India
* Overseeing accounts payables and receivables
* Overseeing that all stock is maintained in the warehouses and accounting books as per implemented procedures
* Sourcing out new vendors with high-quality manufacturing capabilities for new product manufacture
* Visiting customers to survey customer satisfaction and address any shortfalls
* HR function like recruitment, interviewing, finalizing candidates for the company

Company: GEA Ecoflex Middle East FZE

* Description: GEA Ecoflex part of the GEA Group Germany is one of the largest suppliers of process technology and components for the food and energy industries. As an international technology group, the company focuses on sophisticated production processes. GEA generates revenues in excess of EUR 5.7 billion annually.
* Position: Freight Management
* Duration: N/A

Key Responsibilities:

* Acquire, develop, and enhance relationships for economical, faster modes of freight forwarding for various requirements of the company
* Developing pricing strategies with an eye towards maximizing company's profits by reducing its freight costs by negotiating the pricing for each individual sector with freight forwarders shipping carrier and ensuring timely delivery of goods to the respective destinations
* Manage and negotiate the import freight charges with various freight forwarders and airlines for Bulk Air shipments moving from Americas, Europe, Dubai, India, China, Other GCC Countries
* Identify possible snag loopholes for all consignments moving in and out which may becausing delays or issues and take corrective measures to ensure that they are resolved in a timely and efficient manner
* Ensuring compliance with all customs and regulatory requirements for all shipments and maintaining accurate and up-to-date records for the same
* Coordinating with internal stakeholders such as production, sales, and finance teams to ensure that all freight requirements are met on time and within budget
* Managing relationships with all freight forwarders and shipping carriers and ensuring that all SLAs are met
* Conducting regular audits of all freight-related processes and procedures to identify areas for improvement and implementing corrective actions as necessary.

Resume 4:

Education Details

* August 2000
* B.E. Electronics
* Pune Maharashtra
* Pune University

Experience Details

* Operations Manager
* Delta Controls Dubai FZCO
* Company: Delta Controls Dubai FZCO
* Description: Heading Pune Branch
* M/s Deltannex Integrators Pvt Ltd
* From Aug 17 till date
* Designation: Operations Manager

Roles and Responsibilities:

* Reporting to the GM Operations
* Reviewing Statement of Work (SOW), Request for Quotation (RFQ), assisting the proposal team with engineering man-hours, project schedule, organization chart, and pre-sales support
* Reviewing SOW, RFQ, client's purchase order, and contract terms and conditions
* Creating project execution plans in consultation with clients and consultants
* Conducting kick-off meetings and ad hoc meetings with clients
* Evaluating projects in terms of outlays and profits
* Establishing a project management framework
* Managing contractual and commercial issues related to the project
* Monitoring, reviewing, and reporting project progress
* Coordinating and prioritizing team activities
* Monitoring the project budget
* Implementing quality management systems and processes
* Liaising with and reporting to clients
* Monitoring and complying with invoicing schedules
* Compiling and submitting change orders, waivers, and concessions, and handling variation claims
* Approving material receipt notes (MRN) and following up with the procurement team
* Planning and coordinating site activities
* Ensuring final payment and project closure
* Providing constant feedback to the proposal team based on lessons learned
* Preparing project management reports on planned vs. actual progress and scheduled variances on a biweekly and monthly basis
* Reporting critical issues to the GM
* Maintaining high levels of client satisfaction by staying in contact with clients
* Adhering to company policies, procedures, and ethics codes and ensuring their implementation within the team
* Transferring projects to the project team with proper internal kick-off and providing all necessary information
* Handling clarification emails and phone calls with customers
* Conducting site visits for sales and technical discussions
* Coordinating with accounts for tender bonds, if required
* Submission of offers and tenders
* Attending technical queries, revisions, and changes from customers
* Managing revisions of offers, costing, and submittals

Company: Honeywell Automation India Ltd

* Description: May 2015 to June 2016 at Honeywell Seoul, South Korea

Roles and Responsibilities:

* Discussing work forecasts with Honeywell Korea LE, PM, and Engineering Manager, and communicating them to GES stakeholders
* Understanding project work pack scope and collecting design inputs from Honeywell Korea PM and LE
* Communicating project work pack scope and sending design inputs to GES stakeholders (OM, EM)
* Assisting GES office in preparing estimations for GES scope of activities
* Discussing GES estimations with Honeywell Korea PM and LE
* Coordinating between GES and Honeywell Korea PM and LE to agree on estimations
* Assisting GES in preparing job aids (JAs)
* Coordinating with Honeywell Korea PM and PC to obtain purchase orders as per JA
* Coordinating with GES and Honeywell Korea for various project execution activities, including resolving queries, communicating requirements and schedules, handling change orders, and ensuring quality of deliverables
* Preparing and sending monthly progress reports to stakeholders
* Arranging monthly teleconferences with Honeywell Korea PAS Business Leader, Engineering Manager, and GES Operations Manager
* Attending project review meetings with PM, LE, and EPC, when required
* Assisting Honeywell Korea Sales Proposal team in understanding GES capabilities and providing required information
* Reviewing customer RFQs and ensuring requirements are captured in proposals or informing the proposal team
* Attending estimation review meetings and technical clarification meetings
* Working on various projects, including FGP WPMP, Grain LNG LF, AMC to HPM Migration MX8800, AMC to HPM Migration CCR1, Utilities and Offsites, Control Plant 3, Control Plant 6, and Graphics Development
* Projects Completed at Honeywell India:
* Project HONEYWELL Role: Project Highlights
* FGP WPMP

Client: TCO MUSTANG

* HONEYWELL Team Lead
* System: EPKS DCS SIS FGS
* Job: HARDWARE Configuration C-300 Application Development
* Timely delivery of deliverables after ensuring quality check
* Attending weekly project review meetings with the client
* Note: The project is still in the staging phase, so the scope of work is not clear.
* Grain LNG LF

Client: CBI National Grid UK

* HONEYWELL Team Lead
* System: EPKS DCS SIS FGS C-300 Controller
* Job: Planning and monitoring engineering activities, including design and development of hardware, system architecture, heat and load calculation, BOM, wiring schedule, and C-300 application development
* Timely delivery of deliverables after ensuring quality check
* Attending weekly project review meetings with the client
* Successfully completed the fast-track project and received appreciation from the client
* AMC to HPM Migration MX8800

Client: Thai Oil Public Co Ltd

* HONEYWELL Team Lead
* System: TPS HPM Controller
* Job: Planning and monitoring engineering activities, including loop drawing design, logic point building, PU calculation, IO allocation, and HPM database preparation
* Timely delivery of deliverables after ensuring quality check
* Attending weekly project review meetings with the client
* AMC to HPM Migration CCR1

Client: Thai Oil Public Co Ltd

* HONEYWELL Team Lead
* System: TPS HPM Controller
* Job: Planning and monitoring engineering activities, including loop drawing design, logic point building, PU calculation, IO allocation, and HPM database preparation
* Timely delivery of deliverables after ensuring quality check
* Attending weekly project review meetings with the client
* Utilities and Offsites

Client: ENPPI

* End Client: ETHYDCO, Egypt
* HONEYWELL Team Lead
* System: Experion R410, Redundant Controllers
* Job: Planning hardware engineering activities, software engineering, and HMI development
* Responsible for hardware engineering, BOM preparation, and answering client queries
* Attending weekly project status meetings with the client
* Successfully completed FAT in Abu Dhabi
* Control Plant 3

Client: JBK Controls

* End Client: Qatar Foundation, Qatar
* HONEYWELL Team Lead
* System: ML200 R PLC, Experion R410 for SCADA
* Job: Monitored wiring schematic preparation, control panel manufacturing, internal testing, FDS and FAT document development
* Performed quality checks for wiring schematics, FDS, and FAT document
* Delivered all the deliverables on time
* Successfully completed Pre FAT and FAT in the presence of the client from Qatar
* Control Plant 6

Client: JBK Controls

* End Client: Qatar Foundation, Qatar
* HONEYWELL Team Lead
* Job: Monitored wiring schematic preparation, control panel manufacturing, internal testing, FDS and FAT document development
* Performed quality checks for wiring schematics, FDS, and FAT document
* Delivered all the deliverables on time
* Successfully completed Pre FAT and FAT in the presence of the client from Qatar
* No-H Side Utility Tunnel HVAC System

Client: JBK Controls

* End Client: Qatar Foundation, Qatar
* HONEYWELL Team Lead
* Job: Monitored wiring schematic preparation, control panel manufacturing, internal testing, FDS and FAT document development
* Performed quality checks for wiring schematics, FDS, and FAT document
* Delivered all the deliverables on time
* Successfully completed Pre FAT and FAT in the presence of the client from Qatar
* Truck Marshalling Area HVAC System

Client: JBK Controls

* End Client: Qatar Foundation, Qatar
* HONEYWELL Team Lead
* Job: Monitored wiring schematic preparation, control panel manufacturing, internal testing, FDS and FAT document development
* Performed quality checks for wiring schematics, FDS, and FAT document
* Delivered all the deliverables on time
* Successfully completed Pre FAT and FAT in the presence of the client from Qatar
* Graphics Development

Client: Chevron Oronite Singapore

* Team Lead
* Job: Prepared estimations for graphics development using EPKS HMIWEB Display Builder
* Completed development activities within the schedule with a team of 3 engineers
* Performed quality checks for all 66 graphics
* Delivered the developed graphics as per the schedule with very few defects/comments from the clients

Company: Fox Controls

* Description: Worked as a foundation member for this startup business by contacting local customers and providing services as per their requirements. Also worked as the Management Representative for maintaining the ISO 9001:2008 Quality System. Carried out internal audits for all departments in the company in 2011.

Company: Enercon India Limited

* Completed 7 projects with capacities ranging from 1.2 MW to 8.4 MW as a Commissioning Leader
* Gained experience with inverter-converter systems and various power devices like IGBTs and thyristors
* Handled SAP system

Additional Responsibilities

* Strategically planning and analyzing basic requirements for setting up technical infrastructure for projects and reviewing project proposals
* Accountable for PLC and SCADA-based application development
* Engineering and commissioning of process plants using PLC, drives, and SCADA
* Documentation of engineering details related to the project
* Organizing and managing resources, creating estimates, work breakdown structure, project plans, and schedules
* Interacting with customers/clients, providing technical advice and feedback, and capturing high-level requirements
* Schedule tracking and ensuring timely project delivery
* Coordinating with work teams, internal/external parties, and validating technical parameters
* Ensuring adherence to defined scope, quality, time, and cost constraints
* Identifying risks and suggesting corrective actions
* Carrying out work measurements and providing technical validation
* Proficient in various documentation processes
* Resource utilization and coordination

Trainings Completed

* FOX CONTROLS training

Resume 5:

Education Details

* BCA - Vinayaka Missions University

Experience Details

* Operations Manager
* BNY Mellon International Operations India Pvt Ltd

Company: BNY Mellon International Operations India Pvt Ltd

* Description: BNY Mellon provides a broad range of products and services in the areas of Investment Management, Investment Services, and Treasury Services. The Line of Business (LOB) Revenue and Billing Services (R&BS) is a Global Center of Excellence that generates invoices and collects fee revenue from Investment Services clients. There are 218 staff across five locations: Brooklyn, Pittsburgh, Syracuse, Pune, and the UK. Various businesses supported include Asset Servicing, Corporate Trust, Treasury Services, Broker Dealer Services, and Global Collateral Management.

Job Profile: Operations Manager

BNY Mellon International Operations India Pvt Ltd

Responsibilities:

* Responsible for daily operations of the Billing Department providing services to institutional clients globally
* Led a team of professionals responsible for accurate and timely account setups and invoice production on billing platforms like Advantage, Fiserv, FiRRe, and SunGard
* Tasked with improving service quality and reducing overall unbilled revenue
* Provide guidance to staff in their professional development plans through coaching and feedback
* Other responsibilities include audit, business resumption planning, evaluating emerging technologies, fee contract reviews and negotiations with vendors, human resources, hiring, performance management, employee personal development, rewards and recognition programs, and defining the strategic direction of the business unit
* Operations Service Delivery Management
* Monitor client KYC and compliance for institutional clients
* Manage, support, and train the team in drafting and reviewing standard operating procedures to ensure compliance with US and global regulations for billing
* Assist clients with contract reviews and negotiations
* Monitor, analyze, and draft metrics reports on a weekly/monthly basis to track compliance progress for senior management
* Coordinate with internal stakeholders and draft responses to escalated inquiries and client requests
* Participate in Risk and Control Self Assessments (RCSA) concurrence meetings for the LOB
* Take accountability as the first line of defense for operational risk events (OREs)
* Perform root cause analysis of issues and document them accordingly for incident reporting
* Ensure service delivery standards are always met (Green SLA TAT)
* Monitor employee productivity, efficiency, and performance management
* Initiate goal-setting exercises for the operations team in the LOB
* Provide direction to employees according to established policies and management guidance
* Consistently meet with onshore and offshore stakeholders to provide real-time updates
* Organize meetings with functional peer groups to discuss monthly management information system (MIS)
* Actively involved in hiring and resource management for all levels within the department
* Oversee the Employee Assistance Program (EAP) for underperforming employees
* End-to-end performance management of staff during semiannual and annual appraisals
* Established training and development as a top priority goal for the department and secured senior management funding
* Reduced new hire to on-the-job competency from three months to two by introducing e-learning modules and Brainshark presentations
* Encouraged the team to understand and communicate the company's vision and competitive strategy for driving business
* Initiated quarterly RCSA concurrence reviews with all process stakeholders
* Project Management and Transitions Management.
* Worked as a project manager in BNY Mellon PMO to manage the transitions of Billing Operations
* Responsibilities included understanding expectations, technology documentation, assessing capacity and skillset, executing transition plans, process timelines, SLAs, and escalation matrix
* Ensured smooth go-live and conducted regular review meetings post-transition
* Conducted analysis on projects to determine ROI and viability before presenting to Senior Operations Directors
* Conceptualized and implemented strategies for capturing project and program metrics and funneling information to easy-to-understand dashboards
* Provided direct management oversight for a team of 11 employees, 8 of whom were direct reports
* Worked directly with the Information Technology Architecture team to identify strategic project breakdowns within the program
* Ensured adherence to project management and toll gate frameworks
* Ensured users of the Operations team get required application access
* Determined lessons learned through post-project reviews and integrated findings into program plans
* Talent Management and Team Function.
* Restructured organizational design to differentiate roles, develop career paths, and enable easy work rotation
* Performed skill gap analysis to identify training and development opportunities
* Ensured participation in and tracked effectiveness of training programs
* Developed and implemented function-wide rewards and recognition programs
* Previous Job Profiles in BNY MELLON during overall tenure: Assistant Manager and Team Leader
* Line of Business (LOB): Global Corporate Trust Billing, Enterprise Billing Unit, Alternate Investment Services (AIS), Broker Dealer Services (BDS), Sub Custodian Fee Billing.
* Managed multiple teams for different sub-functions within the billing department
* Responsibilities included assigning daily work, ensuring equal distribution of sub-activities, quality checks, working on efficiency projects, monitoring emails, conducting monthly one-on-ones and team meetings, mentoring team members, managing performance appraisals, actively participating in audits, attending concurrence meetings for RCSA, etc.

Work Experience

Company: Wipro Technologies

Description: Client: Microsoft

* Worked as an Application Support Engineer (Tier II)
* Provided technical support to Siebel CRM users across the globe from Microsoft Corp
* Communicated with users to understand their environment and challenges, troubleshoot issues, and provide solutions
* Utilized existing structure to translate ticket categories and group names to the system structure
* Identified and escalated issues to Tier III production support teams when required
* Ensured all Siebel CRM user sites were up and running by utilizing proactive monitoring tools, increasing customer uptime to 95%
* Trained new engineers in providing proactive support to users
* Compiled data and department metrics into reports for management examination (MIS reporting)
* Coordinated with the development team and business users for system deployment and modifications
* Actively participated in STB QTP testing during application version releases
* Performed periodic application health checks, tested, implemented, and supported database replication
* Maintained consistent ETA of 85% month-on-month for help desk tickets within a 24-48 hour time span
* Ensured the knowledge base repository was regularly updated for troubleshooting issues

Work Experience

Company: Dell Global Financial Services

* Description: for Dell Computer Corporation (Aug 29th, 2005 - Feb 2007)
* Worked as an Account Receivables Senior Associate for DELL Inc.
* Handled a portfolio of about 500 U.S. corporate customers
* Managed a team of 8 senior credit controllers
* Conducted coaching and guidance sessions for the controllers
* Minimized credit losses by effectively collecting delinquent accounts
* Handled escalations through emails and phone calls
* Identified late-stage delinquent accounts and resolved issues through appropriate correspondence
* Performed ledger account reviews, discussed interim and annual appraisals, researched and resolved problem transactions
* Maintained records of account changes resulting from negotiations on the collection of outstanding accounts
* Released orders with credit task codes from assigned queues
* Mentored new hires and assisted team members in improving performance
* Led conference calls with customers and internal departments to discuss account issues and resolutions
* Attended weekly and monthly review calls with management to discuss process-related issues and improvements
* Organized team-building activities and acted as HR and Transport SPOC for the COE

Work Experience

Company: GE Capital International Services (GECIS)

* Description: GE Capital is the financial services unit of General Electric, providing commercial lending, leasing, and financial services for various industries.
* Made outbound calls and sent emails to inform institutional clients about delinquent payments
* Developed one-point lessons for key customers and shared them with the team
* Maintained a 95% accuracy rate throughout the year
* Generated daily reports on the team's performance and revenue improvement opportunities
* Acted as the first level of escalation for any issues in the absence of the manager
* Served as the single point of contact (SPOC) for HR issues within the team.

Resume 6:

Key Competencies:

* Multi Operations Management
* People Management
* Customer Services
* Emails
* MIS
* Vendor Client Services Management
* Cross Functional Coordination
* Banking Financial Services
* Transaction Monitoring
* ATM Operations
* Prepaid Card Operations
* Pre-Issuance
* Post-Issuance
* POS Operations

Job Profile:

* Manager Operations, Zaggle Prepaid Ocean Services Pvt Ltd (Oct 2017 - Present)
* Service Manager Operations, Yalamanchili Software Exports Ltd (Dec 2015 - Feb 2017)

Skills:

* Effective communicator with excellent relationship building and interpersonal skills
* Strong analytical, problem-solving, and organizational abilities
* Extensive experience in managing operations with demonstrated leadership qualities and organizational skills
* Customer-centric operations management ensuring customer satisfaction by achieving service quality norms
* Risk analysis and management of delinquencies with dexterity, applying techniques for maximizing recoveries and minimizing credit losses
* Analyzing and identifying training needs of team members, and developing, organizing, and conducting training programs to improve their performance
* Preparing and maintaining daily MIS reports to evaluate the performance and efficiency of the process related to various verticals
* Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensuring adherence to SLA

Experience:

* Manager Operations, Zaggle Prepaid Ocean Services Pvt Ltd (Oct 2017 - Present)
* Managed card operations for prepaid cards
* Coordinated with different software teams, including CTL prime Axis Bank Credit Cards, Insight for POS Machine technical operations for Amex, MID TID Generation ATOS Venture Infotek, Ticket Management System TATA Communications Private Services Ltd ATM NOC Operations, and Branch Portal Yalamanchili Software Exports Ltd Prepaid Cards SBI Bank Zaggle Prepaid Oceans Services Ltd Zaggle Prepaid Ocean Services Pvt Ltd
* Defined processes for field services and monitored necessary checks
* Measured vendor SLA by analyzing the TAT of vendors and the client SLA provided to us
* Handled vendor payment issues and ensured payments are processed on a quarterly basis
* Planned and executed each skill of operations in accordance with the department's policies and procedures
* Managed relationships with business teams, software development teams, and other services to achieve project objectives
* Service Manager Operations, Yalamanchili Software Exports Ltd (Dec 2015 - Feb 2017)
* Managed operations for prepaid cards in the payment industry
* Ensured PIN generation SLA is maintained and chargeback cases are raised in a timely manner
* Managed email customer services properly and ensured the emails are replied to effectively
* Monitored transaction monitoring 24/7
* Assisted bankers from SBI and associated banks for their BCP plans by getting them executed in the system with the help of DR PR plans or any other business requirements
* Maintained the highest level of quality in operations, ensuring adherence to all quality parameters and procedures as per the stringent norms
* Led, managed, and supervised the execution of external audit engagements and presented findings to senior management and clients
* Coached and mentored 20 team members to perform at a higher level by providing opportunities for personal and professional growth
* Designed and conducted training programs to enhance operational efficiency and retain talent by providing optimum opportunities for personal and professional growth
* Team Leader Executive, Ma Foi I Smart (Aug 2006 - Oct 2009)
* Worked in the emails, phone banking, correspondence unit, and snail mail departments

Education:

* Commerce, Mumbai University

Resume 7:

Education Details:

* B.Com (Commerce), Mumbai University, Maharashtra
* DIM (Business Management), IGNOU

IT Skills:

* Well-versed with MS Office and internet applications
* Proficient in various ERP systems implemented in the companies, including SAGE, Flotilla LM ERP, Tally 9, WMS, and Exceed 4000

Skill Details:

* Employee Resource Group: 6 months of experience
* Enterprise Resource Planning: 6 months of experience
* ERP: 6 months of experience
* MS Office: 6 months of experience
* Tally: 6 months of experience

Company Details:

Company: Landmark Insurance Brokers Pvt Ltd

* Description: One of India's largest insurance brokerage firms with offices across 24 states PAN India and a part of the Landmark Group with an annual turnover of 2200 cr.
* Position: Operations Manager
* Duration: Jan 2019 till date

Key Responsibilities:

* Leading and overseeing a team of 12 people to ensure that the correct work processes and TAT are followed with regards to complete insurance handling from cheque submission right up to policy issuance and support to all offices PAN India for Motor and Health Insurance
* Ensuring all the data entry of customers is correctly done by the customer service
* Underwriting of documents and verification (Health, Motor)
* Costings of insurance products
* Follow-ups with insurance companies
* Customer complaint handling and solutions
* MIS reporting
* Ensuring the team is working in line with the operations SOP
* Conducting weekly briefing with the team
* Liaising with all PAN India offices for all operational support
* Handling daily cash transactions
* Reporting to the Vice President Operations

Company: Trippereri Travels Tours

* Description: A startup travel agency company organizing local and international tours
* Position: Operations Manager
* Duration: Jan 2017 to Mar 2018

Key Responsibilities:

* Looked after overall operations and administrative sales functions

Company: Vish Hotel Supplies Pvt Ltd

* Description: A distributor of hotel supplies to 5-star international hotel groups in India for hotel amenities from an international supplier to more than 50 hotels all across India.
* Position: Operations Manager (Supply Chain Logistics)
* Duration: Jan 2015 to Nov 2016

Key Responsibilities:

* Complete Incharge of running the business from Shipping Imports warehousing right up to Distribution and overseeing all operational related activities for the company
* Overlooking and managing all aspects of the business and implementing procedures for successful shipping inventory management at the warehouse delivery of material all India plus exports
* Overseeing all vendor negotiations in addition to the customs warehouse and cha
* Negotiating with Freight forwarders for best freight rates and quickest delivery times
* Overseeing the clearance of import shipments and export shipments and liaising with freight forwarders
* Ensuring that all government and tax compliances are adhered to by the company
* Ensuring that all benefits of government rebates and duty schemes are received and availed by the customer and company as per the EXIM license held
* Overseeing that all customers are satisfied with the overall supplies and services of the company
* Ensuring that all obstacles faced in the supply chain management are smoothed out for hassle-free delivery to the customers across India
* Overseeing accounts payables and receivables
* Overseeing that all stock is maintained in the warehouses and accounting books as per implemented procedures
* Sourcing out new vendors with high-quality manufacturing capabilities for new product manufacture
* Visiting customers to survey customer satisfaction and address any shortfalls
* HR function like recruitment, interviewing, finalizing candidates for the company

Company: GEA Ecoflex Middle East FZE

* Description: GEA Ecoflex part of the GEA Group Germany is one of the largest suppliers of process technology and components for the food and energy industries. As an international technology group, the company focuses on sophisticated production processes. GEA generates revenues in excess of EUR 5.7 billion annually.
* Position: Freight Management
* Duration: N/A

Key Responsibilities:

* Acquire, develop, and enhance relationships for economical, faster modes of freight forwarding for various requirements of the company
* Developing pricing strategies with an eye towards maximizing company's profits by reducing its freight costs by negotiating the pricing for each individual sector with freight forwarders shipping carrier and ensuring timely delivery of goods to the respective destinations
* Manage and negotiate the import freight charges with various freight forwarders and airlines for Bulk Air shipments moving from Americas, Europe, Dubai, India, China, Other GCC Countries
* Identify possible snag loopholes for all consignments moving in and out which may becausing delays or issues and take corrective measures to ensure that they are resolved in a timely and efficient manner
* Ensuring compliance with all customs and regulatory requirements for all shipments and maintaining accurate and up-to-date records for the same
* Coordinating with internal stakeholders such as production, sales, and finance teams to ensure that all freight requirements are met on time and within budget
* Managing relationships with all freight forwarders and shipping carriers and ensuring that all SLAs are met
* Conducting regular audits of all freight-related processes and procedures to identify areas for improvement and implementing corrective actions as necessary.

Resume 8:

Education Details

* August 2000: B.E. Electronics, Pune University, Pune, Maharashtra

Experience Details

* Operations Manager
* Delta Controls Dubai FZCO

Company: Delta Controls Dubai FZCO

* Description: Heading Pune Branch - M/s Deltannex Integrators Pvt Ltd (Aug 17 - Present)
* Designation: Operations Manager

Responsibilities:

* Reporting to the GM Operations
* Reviewing Statement of Work (SOW), Request for Quotation (RFQ), project schedules, organization charts, and meeting clients for pre-sales support
* Reviewing SOW, RFQ, client's Purchase Order, and contract terms and conditions
* Developing project execution plans after thorough discussion with clients and consultants
* Conducting kick-off meetings and ad hoc meetings with clients
* Evaluating projects in terms of outlays and profits
* Ensuring an appropriate project management framework
* Managing all contractual and commercial issues related to the project
* Monitoring, reviewing, and reporting project progress
* Coordinating and fostering teamwork and prioritizing team activities
* Monitoring the project budget
* Applying quality management systems and processes
* Liaising with clients and reporting to them
* Monitoring and complying with invoicing schedules
* Compiling and submitting Change Orders, Waivers, and Concessions
* Approving Material Receipt Note (MRN) and following up with the procurement team
* Planning and coordinating site activities
* Receiving final payment and official project closeout
* Providing constant feedback to the proposal team based on lessons learned
* Preparing Project Management Reports based on planned vs. actual analysis and scheduled variances
* Reporting exception alerts to the GM on critical issues
* Maintaining contact with clients to ensure high levels of satisfaction
* Adhering to company policies, procedures, and business ethics codes and ensuring their implementation within the team
* Transferring the project to the Project Team with proper internal kick-off and providing all necessary information
* Handling clarification emails and phone calls with customers and their responses
* Conducting site visits for sales and technical discussions
* Coordinating with Accounts for tender bonds, if any
* Submission of offers and tenders
* Attending technical queries, revisions, and changes from customers
* Managing revisions of offers and costing

Company: Honeywell Automation India Ltd

* Description: May 2015 - June 2016 at Honeywell, Seoul, South Korea

Roles and Responsibilities:

* Discussing the work forecast with Honeywell Korea LE PM and Engineering Manager and communicating it to GES stakeholders
* Understanding project work pack scope and collecting required design inputs from Honeywell Korea PM and LE
* Communicating project work pack scope and sending required design inputs to GES stakeholders (OM, EM)
* Assisting GES office in preparing estimations for GES scope of activities
* Discussing GES estimation with Honeywell Korea PM and LE
* Coordinating between GES and Honeywell Korea PM and LE to agree on estimations
* Assisting GES in preparing Job Aids (JAs)
* Coordinating with Honeywell Korea PM and PC to get purchase orders as per JA
* Coordinating with GES and Honeywell Korea for various project activities, including understanding queries, communicating requirements and schedules, managing change orders, ensuring quality deliverables, following procedures and standards, and smooth project execution
* Preparing and sending monthly progress reports to stakeholders
* Arranging monthly teleconferences with Honeywell Korea PAS Business Leader, Engineering Manager, and GES Operations Manager
* Attending project review meetings with PM, LE, and EPC when required
* Assisting Honeywell Korea Sales Proposal team in understanding GES capabilities and providing required information
* Reviewing customer RFQs and ensuring all requirements are captured in proposals or informing the proposal team and project manager about requirements/comments
* Attending estimation review meetings, Technical Bid Evaluations (TBEs), and technical clarification meetings when required
* Projects Completed at Honeywell India

Project 1:

* Role: Project Lead
* Highlights: FGP WPMP
* Client: TCO MAC MUSTANG
* Honeywell Team Lead: System EPKS DCS SIS FGS
* Job: Hardware Configuration, C-300 Application Development
* Timely delivery of deliverables after ensuring quality check
* Attending weekly project review meetings with the client
* The project is still in the staging phase, so the scope of work is not very clear

Project 2:

* Role: Team Lead
* Highlights: Grain LNG LF
* Client: CBI National Grid UK
* Honeywell Team Lead: Process LNG Tanker Loading System EPKS DCS SIS FGS C-300 Controller (1 No.)
* Job: Planning and monitoring engineering activities, design and development, system architecture, heat and load calculation, testing, attending project review meetings, ensuring timely delivery
* Successfully completed the project, received appreciation from the client

Project 3:

* Role: Team Lead
* Highlights: AMC TO HPM Migration MX8800
* Client: Thai Oil Public Co Ltd
* Honeywell Team Lead: Process Furnace System TPS HPM Controller (1 No.)
* Job: Planning and monitoring engineering activities, loop drawing design, logic point building, PU calculation and IO allocation, testing, attending project review meetings, ensuring timely delivery
* Successfully completed the project, received appreciation from the client

Project 4:

* Role: Team Lead
* Highlights: AMC TO HPM Migration CCR1
* Client: Thai Oil Public Co Ltd
* Honeywell Team Lead: Process Furnace System TPS HPM Controller (1 No.)
* Job: Planning and monitoring engineering activities, loop drawing design, logic point building, PU calculation and IO allocation, testing, attending project review meetings, ensuring timely delivery
* Successfully completed the project, received appreciation from the client

Project 5:

* Role: Team Lead
* Highlights: Utilities and Offsites
* Client: ENPPI End Client: ETHYDCO, Egypt
* Honeywell Team Lead: Process Utilities for ETHYLENE plant, Experion R410 (2 Redundant Controllers 2 Nos., System Cabinets 4 Nos., Marshalling Cabinets 10 Nos., Redundant Servers 1 Pair, Experion Backup Restore 1 No., Process History Database 1 No., FDM Server 1 No., Engineering Station DCS 1 No., Operating Stations DCS 5 Nos.)
* Job: Planning hardware engineering, software engineering, and HMI development, BOM preparation, answering queries, attending project status meetings, ensuring timely delivery

Project 6:

* Role: Team Lead
* Highlights: Control Plant 3 Control Plant 6
* Client: JBK Controls End Client: Qatar Foundation, Qatar
* Honeywell Team Lead: Process HVAC System, ML200 R PLC, Experion R410 (2 for SCADA only, Redundant Controllers 26 Nos., System Marshalling Cabinets 60 Nos., Redundant Servers 2 Pair, FDM Server 1 No., Engineering Station DCS 2 Nos., Operating Stations DCS 10 Nos.)
* Job: Monitoring wiring schematic preparation, control panel manufacturing, internal testing, FDS and FAT document development, quality checks, delivering deliverables, attending project review meetings

Project 7:

* Role: Team Lead
* Highlights: AMC TO HPM Migration
* Client: Thai Oil Public Co Ltd
* Honeywell Team Lead: Process Furnace System TPS HPM Controller (1 No.)
* Job: Planning and monitoring engineering activities, loop drawing design, logic point building, PU calculation and IO allocation, testing, attending project review meetings, ensuring timely delivery
* Successfully completed the project, received appreciation from the client

Company: Fox Controls

* Description: Startup business in Dubai, UAE

Roles and Responsibilities:

* Contacting local customers and providing services as per their requirements
* Additional responsibility: Management Representative for maintaining the ISO 9001:2008 Quality System
* Conducting internal audits for all departments in the company in 2011

Company: Enercon India Limited

* Description: Commissioning Leader
* Completed 7 projects with capacities ranging from 1.2 MW to 8.4 MW
* Hands-on experience with inverter and converter systems, power devices like IGBTs and thyristors, and SAP system

Resume 9:

Education:

* BCA, Vinayaka Missions University

Experience:

* Operations Manager, BNY Mellon International Operations India Pvt Ltd (Sept 2009 - present)
* Led a team of professionals responsible for accurate and timely account setups and invoice production for institutional clients globally
* Tasked with improving service quality and reducing overall unbilled revenue
* Monitored client KYCs and compliance monitoring for institutional clients
* Managed support and trained the team in drafting and reviewing standard operating procedures to ensure compliance with US and global regulations for billing
* Initiated quarterly risk and control self-assessments (RCSA) concurrence reviews with all process stakeholders
* Worked as a project manager in BNY Mellon PMO to manage the transitions of billing operations
* Restructured organization design to differentiate roles, develop career paths, and facilitate easy work rotation
* Managed multiple teams for different sub-functions within billing department
* Application Support Engineer (Tier II), Wipro Ltd (CLIENT: Microsoft)
* Provided technical support to Siebel CRM users across the globe from Microsoft Corp
* Communicated with users to obtain understanding of their environment and challenges to troubleshoot issues and provide solutions
* Trained new engineers in providing proactive support to users
* Compiled data and department metrics into reports for management examination of processes
* Coordinated development team with business users for system deployment and modifications
* Performed periodic application health checks
* Account Receivables Senior Associate, Dell Global Financial Services (Aug 2005 - Feb 2007)
* Handled a portfolio of about 500 US corporate customers and managed a team of 8 senior credit controllers
* Minimized credit losses by managing the team to collect delinquent amounts
* Handled escalations through emails and over the phone
* Mentored new hires and assisted team members in improving performance as required
* Set up and led conference calls with customers and other internal departments to discuss issues on accounts and derive measures to resolve them
* Outbound Caller, GE Capital International Services (GECIS)
* Made outbound calls and sent emails to inform institutional clients about their delinquent payments as per standard operating procedures
* Maintained 95% accuracy rate throughout the year
* Generated a daily report on the team's performance, which included ways and means of improvement in COE revenue

Skills:

* Operations management
* Project management
* Transitions management
* Risk and control self-assessments
* Talent management
* Customer support
* Performance management
* Team leadership

Resume 10:

Key Competencies:

* Multi Operations Management
* People Management
* Customer Services
* Emails
* MIS
* Vendor Client Services Management
* Cross Functional Coordination
* Banking Financial Services
* Transaction Monitoring
* ATM Operations
* Prepaid Card Operations
* Pre-Issuance
* Post-Issuance
* POS Operations

Job Profile:

* Manager Operations, Zaggle Prepaid Ocean Services Pvt Ltd (Oct 2017 - Present)
* Service Manager Operations, Yalamanchili Software Exports Ltd (Dec 2015 - Feb 2017)

Skills:

* Effective communicator with excellent relationship building and interpersonal skills
* Strong analytical, problem-solving, and organizational abilities
* Extensive experience in managing operations with demonstrated leadership qualities and organizational skills
* Customer-centric operations management ensuring customer satisfaction by achieving service quality norms
* Risk analysis and management of delinquencies with dexterity, applying techniques for maximizing recoveries and minimizing credit losses
* Analyzing and identifying training needs of team members, and developing, organizing, and conducting training programs to improve their performance
* Preparing and maintaining daily MIS reports to evaluate the performance and efficiency of the process related to various verticals
* Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensuring adherence to SLA

Experience:

* Manager Operations, Zaggle Prepaid Ocean Services Pvt Ltd (Oct 2017 - Present)
* Managed card operations for prepaid cards
* Coordinated with different software teams, including CTL prime Axis Bank Credit Cards, Insight for POS Machine technical operations for Amex, MID TID Generation ATOS Venture Infotek, Ticket Management System TATA Communications Private Services Ltd ATM NOC Operations, and Branch Portal Yalamanchili Software Exports Ltd Prepaid Cards SBI Bank Zaggle Prepaid Oceans Services Ltd Zaggle Prepaid Ocean Services Pvt Ltd
* Defined processes for field services and monitored necessary checks
* Measured vendor SLA by analyzing the TAT of vendors and the client SLA provided to us
* Handled vendor payment issues and ensured payments are processed on a quarterly basis
* Planned and executed each skill of operations in accordance with the department's policies and procedures
* Managed relationships with business teams, software development teams, and other services to achieve project objectives
* Service Manager Operations, Yalamanchili Software Exports Ltd (Dec 2015 - Feb 2017)
* Managed operations for prepaid cards in the payment industry
* Ensured PIN generation SLA is maintained and chargeback cases are raised in a timely manner
* Managed email customer services properly and ensured the emails are replied to effectively
* Monitored transaction monitoring 24/7
* Assisted bankers from SBI and associated banks for their BCP plans by getting them executed in the system with the help of DR PR plans or any other business requirements
* Maintained the highest level of quality in operations, ensuring adherence to all quality parameters and procedures as per the stringent norms
* Led, managed, and supervised the execution of external audit engagements and presented findings to senior management and clients
* Coached and mentored 20 team members to perform at a higher level by providing opportunities for personal and professional growth
* Designed and conducted training programs to enhance operational efficiency and retain talent by providing optimum opportunities for personal and professional growth
* Team Leader Executive, Ma Foi I Smart (Aug 2006 - Oct 2009)
* Worked in the emails, phone banking, correspondence unit, and snail mail departments

Education:

* Commerce, Mumbai University