

PREETI LOKARE

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Key Skills

Operational Excellence

Service Delivery Management

Business Continuity Planning / Capacity Planning

Process Improvements / Workflow Management

Transition & Transformation Management

SLA/TAT Management

Stakeholder Engagements (Business / Client)

Project/Program Management

Training & Knowledge Sharing / Leadership and Team Management

Education

- ▶ **2011:** PG Diploma in Investment Research from Corporate Bridge, Pune Institute
- ▶ **2007:** Bachelor of Commerce (Computers) from Siddhartha Degree College, Hyderabad, affiliated to Osmania University

Certifications

- ▶ **2018:** Masters Black Belt in Six Sigma
- ▶ Black belt, Green Belt, Six Sigma in IT and Health care along with Mini tab

Career Timeline

B A Continuum
India (Bank of
America),
Hyderabad as
Team Developer

**Tech
Mahindra**

United Health
Group, Hyderabad
as Assistant
Manager

amazon

Sep'07 – Jul'14

Jul'14 – Dec'14

Mar'15 – Sep'16

Jan'17 – Jun'18



Tech Mahindra,
Hyderabad as
Team Leader



Amazon
Development
Centre, Hyderabad
as Manager Risk
Investigations

“Visionary leader with experience in formulating strategic plans, directing business operations, increasing productivity & introducing new systems & procedures”

Offering **over 11 years'** experience of successful career chronicle in Business Process Excellence/ Improvement, Six Sigma Implementation, Operational & Business Consulting and Business Process Re-engineering

Industry Preference: BSFI or E-Commerce | **Location Preference:** Hyderabad



Profile Summary

- ▶ An **effective leader with distinguished abilities** in Banking, Finance, People & Project Management, Risk and Compliance, Healthcare, Human Resource, Superannuation, Operations and E-commerce for running successful process operations across the units
- ▶ **Business Transformation Subject Matter Expert**, experienced Change Analyst with excellent analytical, management and leadership skills. Leveraged human capital directed productive cross-functional teams using interactive and motivational leadership that spurs people to willingly give 110% effort and loyalty
- ▶ Successfully **completed 2 Green Belt Projects**
- ▶ Demonstrated capabilities in **developing and implementing Critical to Quality Service** Standards / KPI for attrition control and performance excellence
- ▶ Instrumental in deploying the process control & risk assessment framework for leading special services client to enable surprise/risk free operations
- ▶ Proficiency in **managing service delivery** operations with key focus on identifying accounts, defining SLA's, contracts, SOP's; skilled in ensuring optimal utilization of capacities / resources along with handholding of business partners & key stakeholders
- ▶ Interfaced with top management for evolving strategic vision, drove change, infusing new ideas and took enterprise system performance and productivity to the next level
- ▶ Spearheaded **process improvement projects** including FTE Release, Domain Projects, Cost Reduction and TAT Improvement
 - Initiated **Knowledge Transfer** from global locations for achieving productivity improvement
- ▶ Gained consistent success in maximizing corporate performance, driving growth, improving profits and enhancing value by preparation & delivery of process level training programs
- ▶ Comprehensive experience in reviewing & effectuating risk policies as well as managing wide risks and implementing effective mechanisms to mitigate it



Work Experience

Jan'17 – Jun'18 Amazon Development Centre, Hyderabad as Manager Risk Investigations

Key Result Areas:

- Managing a team of over 40 resources at every given point; administered the end-to-end operations for managing the counterfeit issues, material different, safety and early risk detection
- Aimed towards reducing the bad actors from Amazon market place; addressed and dealt with customer complaints through buyer, seller and amazon communication
- Investigated the cases to detect the new fraud patterns and stopped the counterfeit products from being delivered and handling patent rights, copy rights, notice and rights owner complaints
- Drove innovation, transformation, change and efficiency strategically within organisation with a view to aligning with the ethos, mission, goals and vision of the organization
- Led, mentored & monitored the performance of team members to ensure efficiency in process operations; developed competency among the team members; managed appraisal process across the levels, conducted interviews to recruit the right talent and resources and developing employee competency
- Assessed the training need analysis for the existing and new team members; trained employees at all levels on process improvement
- Achieved cost savings and loss avoidance through Six Sigma, Lean and other business excellence initiatives
- Offered consultative services to the organization covering resource capacity & management, delivery excellence, business operations, project management office and Lean & Six Sigma functions
- Managed various projects with various initiatives namely corporate strategy, process transformations, operations planning, process improvement and streamlining costs
- Developing and deploying process excellence program throughout business units, including governance, leadership buy-in, training strategy and curriculum development
- Providing coaching on quality methodologies such as Lean and Business Process Management
- Imparting "thought leadership" to senior executives within the finance organization globally, and identified improvements opportunities
- Delivering process breakthrough improvements towards business excellence by adopting business process improvement techniques and ensuring quality compliance
- Combining multi-disciplinary experience with the hands-on approach in charting out business strategies and contributing towards enhancing business volumes & growth and achieving profitability norms
- Monitoring quality systems & compliance with pre-set standards; troubleshooting the problems and maintaining requisite documents to ensure complete in-process quality
- Leading and directing black belt projects and providing six sigma and related training, deploying quality tools and methodologies to improve process performance and reduce costs as part of the Global Finance Transformation
- Executing organizational governance around Lean and Six Sigma projects, including coaching, tollgates, tools and templates to improve execution and ensure quality
- Developing Business Process Management framework; operating as a joint IT initiative to select an enterprise-wide BPM tool and working on pilots for BPM application and approach

Mar'15 – Sep'16 United Health Group, Hyderabad as Assistant Manager

Key Result Areas:

- Administered the **Medicare and Retirement Rework**; streamlined the process involving the making or declining the payments to the provider basis the reason codes or denial codes
- Ensured that the payment is processed after verifying provider specialities, type of service rendered to the member and what diagnosis codes were used

Jul'14 – Dec'14 Tech Mahindra, Hyderabad as Team Leader

Key Result Areas:

- Managed **over 3 different Superannuation Funds** process for Australian Clients
- Administered the **operational risk management** and drove the teams to enhance the Quality and Productivity
- Supervised a **wide range of cross-functional activities** entailing conflict management, performance management, reporting, scorecard, process improvement, maintaining accuracy and hiring



Previous Experience

Sep'07 – Jul'14 B A Continuum India (Bank of America), Hyderabad as Team Developer

Growth Path:

Sep'07 - Aug'09: Associate

Sep'09 – Jul'11: Senior Associate

Jul'11 – Jul'14: Team Developer



Personal Details

Date of Birth: 10th August 1985

Languages Known: English, Hindi, Marathi and Kannada

Address: Praneeth Pranav Blooms Villa #74, Bowrampet, Hyderabad- 500043

Annexure

Projects Undertaken Across the Tenure

Title: Project RED

Description: As part of project RED launched in Amazon. The proactive step taken by me was to enforce the bad actors on the platform. Yield of the project was defect rate reduced to 5 million in the year 2018 against 26 million defects in the year 2017 across all the countries. Proactive steps involved identifying fraud patterns, infringements, counterfeit and signs of masquerading, CC and ACH frauds, order fulfilment rate, buyer and seller communication on the account.

Title: Segregation of Queues

Problem statement Increase in handle time of that particular queue causing variations among associates

Current statement was different types of cases requiring different skillset were mapped to one queue

Suggestion was to segregate the queue basis its complexity and align the CPH accordingly. This helped in equal distribution of queues among the associates and each associate started handling each queue effectively

Impact: This in turn helped in increasing the efficiency and productivity of associates. Realistic measuring of handle time for each case basis its complexity

Title: Payment posting

Problem Statement: Involved holding the case for 5 days before sending to payments queue

Current Statement: For a queue which involved posting of pending payments on the account. The process steps were to wait for 5 days for the pending payment to be posted and then transfer the case to the payments queue incase the payment was not yet posted

Suggestion: This process was simplified by letting customer know about his last 2 payments on the account and requesting for additional information about the current payment and avoiding transfer to different queue or process

Impact: Project impact was it helped in reducing the turnaround time (TAT) by 5 days and reducing internal transfer

Have successfully completed 6 JDI certification:

- Address and Name too long - Access Check letters
- Sympathy letter - Direct Debit procedure simplification
- Reduction of incorrect account transfers - Reinstatement of promotion

For address and name too long letter, access check letters, sympathy letters a free form letter was being sent which involved \$5.00 per letter. Simplified the letter content and helped in automation of letter in the form of pre-filled letter reducing the cost to .60 cents per letter.

Impact of the JDI's were Dollar benefit, productivity benefit, FTE benefit and increase in efficiency

Title: 8 COP: Involved simplification of the process steps by reducing the NVA which helped in Dollar benefit, FTE reduction, and reduction of incorrect transfers, productivity and efficiency improvement.

Title: MBF (Management by Fact)

This was an accuracy improvement project. Accuracy trend in the process was 96% against the target of 97%. Measures taken post analysing the data were

- Identification of top 3 error contributors and prepared checklist to avoid the errors
- Conducted refreshers on those highest defect contributors, brainstorming and 5 WHY sessions
- Dive deep the reasons, quiz sessions to gauge the knowledge
- Prepared a checklist to avoid Regulation Z errors that were due to policy violations
- Project Impact was efficiency increased above 98.50% under DPMO method

Title: 2 Best practice sharing:

Two of the best practices from our team were shared with other teams which helped in simplification of process steps.

- Shared one of our free form letter which informs one bank statement cannot be sent to two different addresses
- Reduced incorrect transfer by sharing one of the process SOP explaining in scope procedure of our process

Impact: This reduced the TAT by 2 days which earlier involved internal transfers within the teams.

Tools Implemented or Used for the Projects:

Lean tool Muda, DMAIC, 5- Whys, 5s System, Process flow chart, Fish-bone or Ishikawa Diagram, Control Charts, SIPOC, Value Stream Mapping, Regression Analysis, Pareto Chart, FMEA, Kaizen(Continuous Improvement), Poka-yoke (Mistake Proofing), Brainstorming, Mini-Tab, DPMO and DPU