Itishree Singh

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**Date of Birth**: 12th June, 1986

**Permanent Address:** House Number: 102, Railway Cooperative Society, Bagbera, Barodaghat, East Singhbhum, Jamshedpur, Jharkhand - 831002.

Address: Plot number 125,Gayatri Nagar, Bandlaguda Jagir, Hyderabad, Telangana, 500086.

**Languages Known**: English, Hindi.

**Job Objective**

Looking for Operations Manager

**Current Role and Responsibilities**

**Worked as Assistant Manager LEVEL 2 in Optum Global Solutions till 18th May 2020**

* Participating in **Dashboard** call with client to review associate wise, portfolio wise and site wise KPI metrics.
* Preparing process performance by collecting, analyzing, and summarizing data and trends to ensure that the SLA is met.
* Maintaining performance and quality of the process by conducting assessments, providing coaching and feedback, reviewing performance and making all the associates understand how to work on different metrics to improve their performance.
* Reviewing and closing on Client Escalations.
* Maintain Log and Client tracker.
* Set up and coordinate client calls and follow up closure. Adhoc calls as in when required.
* Create and send MOM’s to senior leadership.
* People management and doing appraisals.
* Meeting daily KRA on quality and productivity.
* 5ys for the errors received and remediation plan.
* Employee Engagement.
* Reviewing and closing on internal and external surveillance team audit.
* Maintaining Log sheet for the process and follow up on them.
* Transitioned Burndown Project for 1 year.
* Transitioned Credit Balance Project for 6 months.
* Transitioned LEO (Lean Express Output) and Maestro project for Onshore from OGS for Roster Operations Span.
* Setting up the process guidelines, maintaining the sharepoint and folders.
* Inventory management.
* Collaborating with onshore Daily/Weekly basis to track the project growth.
* Generate reports and publish.

**Profile Summary**

● 8 years of BPO experience in ​Genpact India Ltd​ in voice and non-voice based process of different domain as Mortgage Loan and Retail Card.

● Strong knowledge of Fraud transactions in Credit Cards (Retail Cards). Investigation and remediation.

Worked in US and UK Mortgage process, retail card collections and customer service.

Handled teams in inbound and outbound process.

● More than 5 years of ​Team Leading​ experience of a team size of 80 + people.

● Currently handling 2 Teams of 80 FTE’s, SME’s , Auditors and FLM’s.

● Actively involved in improving process metrics with innovative idea by using different tools of ​LEAN​.

● Trained and Certified in Green Belt Training. Done projects like (END to END TAT Improvement of TERMS Inventory).

● Effective communicator with the ability to ensure execution of the time–bound deliverables to meet the ​Service Level Agreement​.

● Heads Employee Engagement Team for the Hyderabad Site.

● Part of Women Empower Team. Heads the representation from Hyd. Plans and executes different activities and FGD’s around it to bring in the awareness.

● Proficient in handling day to day administrative activities in coordination with internal and external departments. ● Experienced in handling Operation Interview​ for new joiners.

● Proficient in FTE and Transaction based billing. Overtime and stretch hours and billing.

● Joined Genpact in Oct 2006, left Genpact India on ​25​th​ Nov’16​.

● Joined Optum Global Solutions on 16th Jan 2017. Left on 18th May 2020.

● Has experience in Health insurance voice and non voice backend process.

● Credit balance and account reconciliation in Insurance.

. ● Proficiency in Inventory management.

● Has been part of automation ( building macro) to reduce manual work and yield productivity.

● Handled multi process in backend.

● Heads the Employee Engagement team for the process(conduct fun Friday, RnR etc)

● Presenting team wise performance, productivity and other SLA’s weekly deck to the senior management.

● 5 Y’s analysis for the error and prepare the remediation plan.

● Prepare Goal sheets and for associates and cover feedback.

● Conduct One on One’s on monthly basis and send documents.

● Do appraisals and talent development.

Current Role and Responsibilities Currently designated as an ​Assistant Manager LEVEL 2 in Optum Global Solutions. ● Participating in ​Dashboard​ call with client to review associate wise, portfolio wise and site wise KPI metrics

**Educational & Professional experience**

* Bachelor of Science (Chemistry Hons.) from CMJ University 2011.
* Senior Secondary Education from Women’s College of Jamshedpur under Jharkhand Academic Council (Ranchi University).
* Secondary Education from Dayanand Public School under Indian Council of Secondary Education.
* Successfully completed and passed the test for **LEAN Certification** from **Genpact India Ltd.**
* Successfully completed and passed the test for **Green Belt Certification** from **Genpact India Ltd.**
* Successfully completed the training of **School of Emerging and Aspiring Leader** which was based on People Management, Client Management, Time Management and Execution Management from **Genpact India Ltd.**
* Completed manager Alpha training, completed Phrase 1 and 2.
* Genpact India - From 2006 to 2016.
* Optum global solutions - From 16th Jan 2017 to 18th May 2020.

***Reference will be provided on request.***

Signature