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Gunjan M Acharya - Product Manager

Overall 17+ Six Sigma Black Belt project successfully completed in multiple domains including tech, telecom, design, etc



Profile Summary

- A certified Prince2 Practitioner Project Manager.
- A certified Six Sigma Master Black Belt with over 16+ years of experience working with major corporations and diverse verticals.
- Overall 17+ Six Sigma Black Belt project successfully completed in multiple domains including tech, telecom, design, etc.
- Currently learning Robotics On Job with the live project in Vistaprint.
- Business Intelligence on Sales Improvement through Six Sigma and Sentiment Analysis.
- Product Promotion Analysis for improvement in increasing sales.
- Working on process and product migrations and overall process transitions.



Education

- 10th Standard – 1994 – 1995
- 12th Commerce – 1996 – 1997
- Bachelor Of Commerce (Major - Accounts) Ms University – 1999-2000



Certification

- SIX SIGMA MASTER BLACK BELT
- SIX SIGMA BLACK BELT
- SIX SIGMA GREEN BELT CERTIFIED
- ISO CERTIFIED INTERNAL AUDITOR FOR 9001:2000.



Experience Summary

Vistaprint

(Sept 2016– Present)

Role: Manager Process Excellence

Responsibilities:

- Handling a team of PO (Process and Project Owners) and Project Manager leading process from forecasting to SLA management including process improvements through audits and improvement projects.
- Working on strategic project which would be typically related to automation, revenue improvement, process developments and QCS optimization.

- Managing cross functional project across all locations on Vistaprint and driving improvement through such projects.
- Managing Product and Process Migration and Transitions.
- Working Business Pitches and NPIs

Improvement project which focuses on improvement of revenue through following:

- Improvement of Sales number through various analyses like promotion analysis, sentiment mapping and VOC analysis.
- Cost rationalization exercise i.e. working on cost of operations, increasing efficiencies and effectiveness.

Advantmed India Pvt. Ltd

(March 2015 to Sept 2016)

Role: Sr. Manager

Responsibilities:

- Working as a Sr. Manager PEX, COPEX & Transactional Monitoring (Process excellence).
- Overall Process Excellence and Manage Drive for Process Optimization.
- Mentoring Six Sigma BB projects & ISO controls.
- Project Manager for Critical and diversified special Projects.
- Balance Score Card System Development.
- Managing HEDIS, HCC & Retrieval Project in Medical Processes.

Etech Global Services

(June 2010 – March 2015)

Role: Sr. Manager

Responsibilities:

- Working as a Sr. Manager OPEX & Transactional Monitoring (operational excellence).
- Control Cockpit Management through Six Sigma Process Excellence.
- Mentoring Six Sigma BB projects & ISO controls.
- Project Manager for Critical and diversified special Projects.
- Turning the EMS vertical (QA) from a cost center to a profit making unit with revenue goals of over \$1.2M.
- Management Representative for Etech for ISO Process
- Transition Manager for Major process over 7 successful migrations.
- Managing NPS for major clients.
- Working on Business, Text, Sentiment, Social Media analytics.

Ventura India LTD

(Feb 2008 - Jun 2010)

Role: Manager

Responsibilities:

- Working as Manager Quality, Process Improvement & Migration.
- Handling transactional monitoring for 3 processes this includes airlines (200 FTEs), Customer Service (100 FTE) and Tech Support (770 FTE.)
- 9 BB certified project and average saving for last year around 800K (GBP) and revenue generation of worth 200 (FTE) process.
- Best Manager for year 2008 & 9 in ventura.
- Training six sigma to the top management team and mentoring on projects.
- Major success in migration of a project called as Iyogi (Remote Desktop Support) and ramping it to 600 FTEs.
- Unique projects like IVR improvement, Business sales increase and CSAT improvement.

IBM Pune**(Aug 2007 - Feb 2008)****Role: Deputy Manger****Responsibilities:**

- Worked as a Deputy Manger Quality with Cooperate Quality and Transactional Monitoring for Technical Support HP process.
- Process Improvement through applying Six Sigma concepts
- Handling team of 12 GBs where roles included 6sigma training & process improvement project
- Handled 6 projects which included CSAT & reduction of STC in a Tech process.
- Migration for the tech support process.
- Process Excellence Training for Higher Management & ISO Trainings.

Eaton Technologies**(Jul 2005 - Jul 2007)****Role: Leader****Responsibilities:**

- Working as Quality Leader. Handling a team, which includes 7 auditors & Process Trainers.
- Defined Quality Metrics which includes Error Definition & Variation Analysis
- Developing processes & Reports for Quality based on Six Sigma (DMAIC) method.
- Working for the QOS (Quality of service) DPPM data.
- Develop process capability document (KTK). Also bringing process innovation for optimizing.
- Established ODPEC method for audit of calls
- Established quality process successfully in India, USA (onsite) & Europe.
- Achievements like reducing the DPPM more than 50% saving \$. 1.7 million for the company.
- Deploying Balance Score Card System at individual, Team & Department Level.
- Enabling the process to operate at 6.01-sigma level. Reducing DPPM from 1284 YTD 2005 to 36 YTD 2006.
- Handling training for all departments with a model of CMM-I 5 levels recognized process of ADDIE.
- Achieved E-star Operational Excellence Award from 3 plants onsite in USA.
- Also working in Process Automation team as project in-charge.
- Also selected for the future Leadership forum in Eaton
- Also working as project manager for training revamp program in India. Working on ADDIE Model.

Zensar BPO India Ltd**(April 2004 - Jun 2005)****Role: Outbound Voice process****Responsibilities:**

- Promoted to the B2B process as a vertical controller (SME & auditor) for the US Outbound Voice process for telecommunication/ wireless/utilities and BPO activities.
- Extra roles of designing and development of service offerings (capability document) of BPO processes for Telecommunication and Cable companies.
- Training on Telecom Domain for new recruitments.
- OSS & BSS support systems training.
- Developed the Quality Structure, which includes process definition, & ODPEC (opening to closing for calls and process) for Process.
- Defined Quality Matrices, which includes Error Definition, Variation Analysis, Inbound Matrix for incoming call & definitions of Fatal Errors.
- Live Analysis of calls and Sales verification on the basis of Error Matrices.
- Developing Reports for Quality on Weekly, Monthly & Quarterly basis.
- Updating team on Telecom Process Quality Parameters.

TSA INC. (USA)

(Jan 2002 - Jan 2004)

Responsibilities:

- Tech-commercial Executive in Germany and UK (onsite).
- Client Relation Management
- Software Application Support
- Onsite Support
- Process Optimization through on or near shore support.
- Worked with various clients like T-online (Deutsch Telecom, Germany)