

# LEZLEE DASS

📍 Bengaluru, India ✉ lezlee.dass@gmail.com ☎ +918867060627 📺 in/lezlee-strategy 🌐 www.lezlee-dass.com

---

## SUMMARY

Business Program Manager with 6+ years driving cross-functional execution, portfolio management, and program governance across product support and operations at Dell and HSBC. Expert in operating model design, RACI frameworks, change management, OKRs, MBR/QBR rhythms, and KPI scorecards. Delivers measurable impact in cost, quality, and SLA performance through roadmap alignment, risk mitigation, process re-engineering, and executive communications. Trusted advisor translating analytics into data-driven decisions that optimize spend.

---

## EXPERIENCE

### Senior Analyst (Program Operations & Analytics)

Dell Technologies

December 2018 – March 2025, Bengaluru, India

- Owned program governance and the rhythm of business for diagnostic intelligence programs, establishing MBR/QBR templates, KPI scorecards, and executive readouts to track risks, progress, and actions across three product lines.
- Led OKR planning, quarterly grading, and roadmap alignment for support quality and cost initiatives; aligned engineering, product, and operations via standardized dashboards and RACI frameworks.
- Built and optimized ETL/BI pipelines and dashboards (SQL, Python, Power BI) to surface failure modes and triage automation for 10K+ monthly cases, improving time-to-insight and decision governance.
- Reduced dispatch costs by 15% through portfolio management insights and experimentation frameworks; informed change management and adoption plans via cost-benefit modeling and stakeholder communication.
- Drove process re-engineering and RCA programs that cut repeat service failures by 67%, improving SLA attainment and reducing escalations; maintained RAID logs and action item tracking through closure.
- Partnered with Engineering to optimize diagnostic logic, lowering false positives/misdiagnoses by 22%; secured stakeholder buy-in and managed change control through targeted executive communications.
- Automated reporting workflows, eliminating 40%+ manual effort and standardizing operating models for leadership visibility; established single source of truth for operational metrics.
- Embedded real-time defect alerting and diagnostic optimization into MBR/QBR cycles, linking key improvements (–15% repeat calls, +18% first-call resolution) to OKRs and program governance outcomes.

### Service Process Analyst — Compliance & Resolution

HSBC

September 2016 – October 2018, Bengaluru, India

- Managed high-volume global service cases in KYC/AML, improving audit readiness across APAC/EMEA through standardization and KPI reporting.
- Partnered with Risk/Legal to escalate 200+ high-risk transactions, strengthening controls and enabling faster closure through disciplined executive communications.

### Early Career — Technical & CRM Support

Aegis

June 2014 – August 2016

- Streamlined CRM triage and SLA workflows through process re-engineering and standardization.

### Aditya Birla (Minacs)

- Delivered Tier 1 diagnostics and UX support for Apple iOS users with measurable quality gains.

---

## EDUCATION

---

### Doctor of Business Administration (DBA)

Bangalore University • 2025–Present

### Bachelor of Business Administration (BBA)

Tamil Nadu Open University • 2020–2022

---

## CERTIFICATIONS

---

Google Data Analytics

Python for Data Science

Tableau Fundamentals

Power BI Advanced

Generative AI Tools

---

## AWARDS & HONORS

---

### Dell Excellence Award

• Diagnostic & RCA innovation impacting repeat failures and cost reduction.

### HSBC Academy “Queue Killer”

• Process optimization and cycle-time improvement.

### Challenger of the Year

Aditya Birla

• iOS Support for service quality improvements.

---

## SKILLS

---

SQL, Python (Pandas), Power BI, Tableau, Excel (VBA)

Jira/Confluence, Salesforce/ServiceNow

MBR/QBR, rhythm of business, action item tracking, executive readouts

RACI, RAID, stakeholder buy-in, portfolio management, roadmap alignment

goal setting, grading, KPI trees, dashboard reporting, headcount/annual planning

cross-geo alignment, governance, change adoption, enablement collateral

---