**Projects Portfolio**

**1. RPA Training & Process Improvement Initiative**

**Organization:** GeBBs Healthcare Services, Navi Mumbai  
**Project Overview:** Designed and executed a large-scale training program to equip 350+ junior supervisors with skills in Robotic Process Automation (RPA), process mapping, and time & motion studies. The initiative aimed to identify automation opportunities, streamline operations, and build a sustainable pipeline for process improvement projects.

**Key Responsibilities & Approach**

* **Training Program Design:**
  + Delivered **18 training batches** (20-25 participants per batch) on:
    - **Process Mapping:** Creating detailed flowcharts to visualize workflows.
    - **Time & Motion Studies:** Tracking and recording process metrics using WPS Excel (WPS Office due to workstation constraints).
    - **RPA Opportunity Identification:** Techniques to spot automation potential and inefficiencies during process analysis.
  + Focused on practical application, teaching participants how to adapt methodologies to resource limitations, such as using WPS Excel instead of Microsoft Excel.
* **Hands-On Guidance:**
  + Taught participants to document findings systematically and structure reports for leadership review.
  + Emphasized critical thinking to align process improvements with business goals.
* **Validation & Feedback Loop:**
  + Personally reviewed **350+ submissions**, providing iterative feedback to refine accuracy and feasibility.
  + Collaborated with RPA Project Management and Process Improvement teams to prioritize validated opportunities for implementation.
* **Constraint Management:**
  + Addressed challenges like limited workstation access by optimizing WPS Excel templates and simplifying data collection workflows.

**Outcomes & Impact**

* **Skill Development:** Equipped 350+ supervisors with RPA and process improvement expertise, fostering a culture of continuous improvement.
* **Pipeline Creation:** Identified **45+ actionable automation opportunities** across departments (e.g., claims processing, customer service).
* **Operational Efficiency:** Reduced manual effort by **~30%** in pilot areas through automated workflows developed from trainee submissions.
* **Sustainability:** Established a structured process for ongoing identification and validation of improvement projects.

**Tools & Methodologies**

* **Process Mapping:** Flowcharting techniques (Visio, Lucid chart principles adapted to WPS).
* **Data Analysis:** WPS Excel for time & motion tracking, pivot tables, and dashboards.
* **Collaboration:** Stakeholder alignment through workshops and feedback sessions.

**2. Six Sigma Green Belt Training Program**

**Organization:** GeBBs Healthcare Services, Navi Mumbai  
**Project Overview:** Designed and delivered an intensive **Six Sigma Green Belt training program** for **60 mid-level managers** (4 batches of 15 participants each). The program focused on equipping managers with advanced skills in **DMAIC methodology** and **statistical tools** to identify key pain points, eliminate non-value-added (NVA) activities, and drive measurable process improvements across the organization.

**Key Responsibilities & Approach**

* **Program Design & Delivery:**
  + Delivered week-long training sessions for each batch, covering:
    - **DMAIC Framework:** Define, Measure, Analyse, Improve, Control.
    - **Statistical Tools:** Hypothesis testing, regression analysis, Pareto charts, control charts, and process capability analysis.
    - **Value Stream Mapping (VSM):** Identifying and eliminating NVA activities to streamline workflows.
  + Tailored content to address real-world challenges faced by mid-level managers in healthcare operations.
* **Hands-On Application:**
  + Guided participants through **live case studies** and **simulated projects** to apply DMAIC and VSM methodologies.
  + Emphasized the use of **Minitab** and **Excel** for data analysis and visualization.
* **Project Mentorship:**
  + Supported managers in identifying and scoping improvement projects within their respective departments.
  + Provided ongoing mentorship to ensure proper application of Six Sigma tools and techniques.

**Outcome Validation:** Reviewed and validated project outcomes to ensure alignment with organizational goals and measurable impact.

**Outcomes & Impact**

* **Skill Development:** Trained 60 mid-level managers in Six Sigma methodologies, enhancing their ability to lead process improvement initiatives.
* **Process Improvements:** Identified and eliminated **NVA activities** in key workflows, resulting in **~15% reduction in cycle times** for critical processes.
* **Cost Savings:** Achieved **~$400,000 in annual savings** through process optimization and waste reduction.
* **Cultural Shift:** Fostered a data-driven, continuous improvement mindset among mid-level leadership.

**Tools & Methodologies**

* **Six Sigma DMAIC:** Structured problem-solving framework.
* **Statistical Tools:** Minitab, Excel, Pareto analysis, hypothesis testing.
* **Value Stream Mapping:** Visualizing and optimizing end-to-end processes.

**3. Employee Attrition Analysis & Predictive Modelling**

**Organization:** GeBBs Healthcare Services, Navi Mumbai  
**Project Overview:** Conducted a comprehensive **employee attrition analysis** to address the organization’s high attrition rate of **8-9% per month**. Leveraged **machine learning (ML) models**, statistical analysis, and data-driven insights to identify key drivers of attrition and provide actionable recommendations. The findings were instrumental in shaping HR policies, including **hiring strategies**, **work-from-home (WFH) policies**, and **employee engagement programs**.

**Key Responsibilities & Approach**

* **Data Collection & Preparation:**
  + Gathered data from multiple sources, including:
    - Employee training performance, attendance, and assessment scores.
    - Employee satisfaction surveys (daily Likert-scale feedback).
    - Hiring agency performance, candidate backgrounds, and qualifications.
    - Process changes logs and WFH/WFO patterns.
  + Cleaned and pre-processed data for analysis and modelling.
* **Analysis & Insights:** Identified **five key drivers of attrition**:
  + **Early-Stage Attrition (Training to Live Environment):**
    - Most attrition occurred during the transition from training to live operations.
    - Used **supervised learning (classification)** to predict early attrition based on training performance, survey responses, and manager feedback.
  + **Employee Relations (ER) Staff Ratio:**
    - Discovered a **linear correlation** between ER staff-to-employee ratio and attrition rates.
    - Built a **regression model** to optimize ER staffing dynamically.
  + **Hiring Agency & Background Patterns:**
    - Identified that certain hiring agencies and candidate backgrounds (e.g., specific colleges/degrees) were linked to higher attrition.
    - Used **logistic regression** to predict attrition odds based on hiring source.
  + **Process Changes & Office Visits:**
    - Found that employees in processes with frequent changes and office visits had higher attrition.
    - Applied **anomaly detection** and **random forest models** to flag high-risk.
  + **Survey Participation vs. Attrition:**
    - Noted that employees who **did not participate** in daily satisfaction surveys had **0.92% higher attrition** than participants.
    - Used **predictive modelling** and **sentiment analysis** to address non-participation trends.
* **Machine Learning & Predictive Modelling:**
  + Developed and deployed ML models to:
    - Predict early-stage attrition.
    - Optimize ER staff-to-employee ratios.
    - Rank hiring agencies based on candidate performance.
    - Identify high-risk processes and employees.
  + Used tools like **Python**, **scikit-learn**, and **NLP libraries** for sentiment analysis.
* **Actionable Recommendations:**
  + **Early-Stage Attrition:**
    - Introduced **mentorship programs** and **staggered transitions** for high-risk employees.
  + **ER Staff Ratio:**
    - Adjusted ER staffing levels dynamically based on real-time attrition risk scores.
  + **Hiring Strategies:**
    - Created a **feedback loop** for hiring agencies and implemented **pre-screening mechanisms** for high-risk candidates.
  + **Process Changes:**
    - Flagged processes with frequent disruptions and proposed **transition support** and **compensation adjustments**.
  + **Survey Participation:**
    - Introduced **behavioural nudges** (gamification, bonus points) to increase survey participation.

**Outcomes & Impact**

* **Reduced Attrition:** Achieved a **~20% reduction in monthly attrition rates** within three months of implementing recommendations.
* **Cost Savings:** Saved **~$120,000 annually** by optimizing hiring strategies and reducing turnover.
* **Improved Employee Engagement:** Increased survey participation by **15%** through gamification and manager reinforcement.
* **Data-Driven HR Policies:** Enabled evidence-based decisions on **WFH policies**, **ER staffing**, and **hiring practices**.

**Tools & Methodologies**

* **Data Analysis:** Python, Pandas, NumPy, Excel.
* **Machine Learning:** Scikit-learn, logistic regression, random forest, anomaly detection.
* **Sentiment Analysis:** NLP library (NLTK).
* **Visualization:** Power BI, Matplotlib.

**4. Implementation of WNS Governance Model**

**Organization:** WNS Global Services, Philippines  
**Project Overview:** Led the implementation of the **WNS Governance Model** at the **Iloilo site**, ensuring alignment with organizational objectives, risk management, and compliance standards. The initiative involved integrating **cross-functional reporting systems** and educating teams on the importance of governance, while minimizing additional reporting burdens.

**Key Responsibilities & Approach**

* **Assessment & Planning:**
  + Identified gaps in existing reporting practices across the **Philippines Travel BU Iloilo City**.
  + Conducted a detailed review of current reporting tools, including **Excel**, **Power BI**, **whiteboards**, and **team activity records**.
* **Stakeholder Education & Buy-In:**
  + Conducted **sessions** with functional heads, team leads, and their respective teams to:
    - Explain the **importance of governance** and its alignment with org objectives.
    - Demonstrate how existing reporting structures could be adapted to meet governance requirements without overburdening teams.
* **Integration of Reporting Systems:**
  + Aligned local reporting tools (Excel, Power BI) with the **central governance framework**.
  + Standardized reporting formats to ensure consistency and ease of consolidation.
  + Incorporated **visual reporting** (e.g., dashboards, whiteboards) and **qualitative data** (e.g., team activities, best practices, R&R programs) into the governance model.
* **Risk & Compliance Monitoring:**
  + Established mechanisms to highlight **process alignment**, **risk identification**, and **compliance adherence** in reports.
  + Escalated risks and compliance issues promptly to top management.
* **Continuous Improvement:**
  + Monitored the effectiveness of the governance model and made iterative improvements based on feedback from teams and leadership.

**Outcomes & Impact**

* **Governance Alignment:** Successfully integrated the Iloilo site’s reporting systems with the **WNS Governance Model**, ensuring compliance with organizational objectives.
* **Risk Management:** Improved visibility into risks and compliance issues, enabling proactive mitigation.
* **Stakeholder Engagement:** Achieved **100% participation** from functional teams in governance reporting.
* **Efficiency Gains:** Minimized additional reporting burdens by leveraging existing tools and processes.
* **Leadership Visibility:** Provided top management with clear, actionable insights into process alignment and risk management.

**Tools & Methodologies**

* **Reporting Tools:** Excel, Power BI, whiteboards.
* **Governance Frameworks:** WNS Governance Model, risk management frameworks.
* **Stakeholder Management:** Training sessions, workshops, and one-on-one coaching.

**5. Customer Satisfaction Improvement for Travel Client**

**Organization:** WNS Global Services, Philippines  
**Project Overview:** Led a project to increase **customer satisfaction** for a travel client from **55% to 70%** by leveraging **statistical analysis**, **visual tools**, and **proactive customer notifications**. The initiative focused on understanding customer behaviour, identifying pain points, and implementing targeted improvements to enhance service delivery.

**Key Responsibilities & Approach**

* **Data Collection & Analysis:**
  + Manually tracked **distance travelled** (using Google Maps) and **service selections** (hotel only, hotel + car, car only) for each customer.
  + Analysed **dissatisfaction trends** based on distance, service type, demographics, and travel purpose.
* **Statistical & Visual Insights:**
  + Used **contour plots** to visualize satisfaction levels across different distance and service combinations.
  + Built a **correlation matrix** to identify relationships between distance, service type, and dissatisfaction scores.
  + Conducted **geospatial analysis** (heatmaps) to identify location-specific trends.
* **Key Findings:**
  + **Distance vs. Car Rental Behaviour:**
    - Customers traveling **<100 miles** or **>500 miles** rarely booked rental cars.
    - High dissatisfaction when booking **hotel + car rental** within these distance ranges.
  + **Customer Demographics:**
    - **Business travellers** had lower dissatisfaction than **leisure travellers**.
    - **Families** were dissatisfied due to car size, child seats, and hidden fees.
    - **First-time customers** showed higher dissatisfaction than repeat customers.
  + **Pricing & Hidden Costs:**
    - Dissatisfaction correlated with unexpected charges (e.g., insurance, fuel policies).
  + **Travel Time & Alternatives:**
    - Dissatisfaction was higher during **peak travel times** and in areas with **high Uber/Lyft availability**.
* **Proactive Customer Notification System:**
  + Designed **personalized notifications** based on customer behaviour and preferences:
    - For **short-distance travellers (<100 miles):**
      1. "Most customers traveling short distances prefer alternatives to car rental. Would you like to see shuttle/taxi options instead?"
    - For **long-distance travellers (>500 miles):**
      1. "For long-distance travellers, we offer flexible pickup and drop-off rental options. Would you like a one-way rental?"
* **Implementation & Monitoring:**
  + Collaborated with IT and operations teams to integrate the notification system into the booking platform.
  + Monitored satisfaction scores and adjusted strategies based on real-time feedback.

**Outcomes & Impact**

* **Increased Satisfaction:** Improved customer satisfaction from **55% to 70%** within six months.
* **Reduced Dissatisfaction:** Lowered dissatisfaction rates for **hotel + car rental bookings** by **25%**.
* **Enhanced Personalization:** Delivered **contextual notifications** that improved customer experience and reduced unnecessary bookings.
* **Cost Savings:** Reduced operational costs by minimizing unnecessary car rentals and optimizing service offerings.

**Tools & Methodologies**

* **Data Analysis:** Excel, Minitab, Google Maps API.
* **Visualization:** Contour plots, heatmaps, correlation matrices.
* **Customer Insights:** Demographic analysis, sentiment analysis.
* **Proactive Notifications:** Automated messaging systems integrated into the booking platform.

**6. NPS Improvement for British Sky Broadcasting**

**Organization:** Firstsource Solutions Ltd., Bangalore  
**Project Overview:** Led a **Six Sigma Black Belt initiative** to improve **Net Promoter Score (NPS)** for **BSky B**, a major UK-based telecommunications client. The project focused on addressing key drivers of dissatisfaction in **billing** and **technical support calls**, resulting in an increase in NPS from **10% to 35%**. The initiative involved **process optimization**, **IVR redesign**, **CRM enhancements**, and **agent behaviour modelling** across UK and India call centres.

**Key Responsibilities & Approach**

* **Problem Identification & Hypothesis Testing:**
  + Identified that **billing calls** had significantly lower NPS in India compared to the UK, while **technical calls** had similar NPS across geographies.
  + Hypothesized that **cultural and geographical familiarity** played a key role in billing call satisfaction, while **technical expertise** was the primary driver for technical calls.
* **IVR Redesign & Call Routing Optimization:**
  + Proposed and implemented an **IVR distinction** using **NLP** to:
    - Route **billing calls** primarily to UK sites (especially complex billing issues).
    - Route **technical calls** primarily to India sites (with overflow to UK).
  + Ensured that **experienced agents** handled technical calls during **peak dissatisfaction hours** (post-5 PM GMT).
* **CRM Enhancements for Technical Calls:**
  + Identified that **30% of engineer appointment cases** lacked alternate contact numbers, leading to missed appointments.
  + Implemented a **poka-yoke (error-proofing)** solution in the CRM tool:
    - Added a mandatory **11-digit UK phone number field** for engineer bookings.
    - Integrated validation to ensure the number was active and UK-based before case submission.
* **Billing Call Improvements:**
  + Noted that **new customers** (first 3 months) and those making **subscription changes** were highly dissatisfied due to billing complexity.
  + Introduced a **visual billing format** (horizontal bar graph) to clearly show:
    - **Y-axis:** TV, Broadband, Phone line charges.
    - **X-axis:** Calendar timeline for charges.
  + Created a **dedicated team of tenured agents** to handle new customer and subscription change calls.
* **Agent Behaviour Modelling & Speech-to-Text Analysis:**
  + Analysed **speech-to-text data** to identify patterns among top-performing agents.
  + Found that top performers consistently asked satisfied customers:
    - "Based on the resolution provided, would you recommend our product to your family and friends?"
  + Implemented this **NPS-prompting question** across all agents for resolved calls.
  + Monitored **100% of calls** using speech-to-text to ensure compliance.

**Outcomes & Impact**

* **NPS Improvement:** Increased NPS from **10% to 35%**, significantly enhancing customer loyalty and satisfaction.
* **Billing Call Satisfaction:** Reduced dissatisfaction in billing calls by **20%** through IVR optimization and visual billing formats.
* **Technical Call Efficiency:** Achieved **100% compliance** in capturing alternate contact numbers, reducing missed engineer appointments.
* **Agent Performance:** Improved agent effectiveness by modelling top-performing behaviours and ensuring consistent NPS-prompting practices.
* **Operational Excellence:** Streamlined call routing and CRM processes, reducing inefficiencies and improving customer experience.

**Tools & Methodologies**

* **Six Sigma:** DMAIC framework, hypothesis testing, process optimization.
* **Technology:** NLP for IVR, CRM enhancements, speech-to-text analysis.
* **Data Visualization:** Horizontal bar graphs for billing clarity.
* **Behavioural Modelling:** Speech-to-text analysis to identify and replicate top-performing agent behaviours.

**7. Virtual Sales Coach for BSky B**

**Organization:** Firstsource Solutions Ltd., Bangalore  
**Project Overview:** Designed and implemented a **Virtual Sales Coach** system to enhance **upselling performance** for **BSky B** agents. The system provided **personalized sales pitches**, **competitor comparisons**, **rebuttal suggestions**, and **next-best product recommendations** based on customer profiles. The tool leveraged **real-time data integration**, **AI-driven insights**, and **agent feedback** to improve sales conversion rates and customer engagement.

**Key Responsibilities & Approach**

* **System Design & Development:**
  + **Customer Metadata Integration:**
  + Captured **demographics** (age, location, household type, income bracket).
  + Integrated **customer history** (subscriptions, upgrades, complaints, call history).
  + Analysed **engagement scores** (TV, broadband usage, streaming habits).
  + Predicted **churn likelihood** to prioritize retention efforts.
  + **Real-Time Recommendations:**
  + Generated dynamic sales pitches tailored to customer profiles.
  + Provided competitor comparisons (e.g., BT, Virgin Media) to highlight Sky’s advantages.
  + Suggested rebuttals for common objections (e.g., "too expensive").
  + Recommended next-best products based on customer needs and historical data.
* **User Interface (Agent Dashboard):**
  + **Customer Profile View:** Snapshot of customer history, sentiment score, and engagement level.
  + **Real-Time Suggestions Panel:** Personalized sales scripts, competitor comparisons, and product recommendations.
  + **Rebuttal Generator:** Suggested responses to customer objections.
  + **Performance Tracking:** Monitored agent success rates and gathered feedback for continuous improvement.
* **Compliance & Scalability:**
  + Ensured **GDPR compliance** and data privacy.
  + Implemented **cloud-based infrastructure** for scalability and low-latency performance.
* **Pilot & Deployment:**
  + Conducted a **pilot phase** to gather agent feedback and fine-tune the system.
  + Rolled out the tool across all BSky B call centres.

**Outcomes & Impact**

* **Improved Upselling Performance:** Agents reported increased confidence and effectiveness in upselling, leading to higher conversion rates.
* **Enhanced Customer Engagement:** Customers responded positively to personalized recommendations, improving overall satisfaction.
* **Streamlined Agent Workflow:** Real-time suggestions reduced the cognitive load on agents, allowing them to focus on customer interactions.
* **Scalable Solution:** The system was successfully deployed across multiple call centres, demonstrating its adaptability and effectiveness.

**Tools & Methodologies**

* **Data Integration:** Salesforce, internal Sky DB, APIs for competitor data.
* **User Interface:** Interactive dashboards, real-time suggestions, gamification features.
* Utilized **ETL** pipelines to ensure seamless data flow and synchronization across systems.

**8. Intelligence Action Board for BSky B**

**Organization:** Firstsource Solutions Ltd., Bangalore  
**Project Overview:** Designed and implemented an **Intelligence Action Board** to provide **real-time performance dashboards**, **comparative rankings**, and **personalized coaching suggestions** for BSky B agents. The system aimed to improve **individual and team performance** through **data-driven insights**, **gamification**, and **targeted training**.

**Key Responsibilities & Approach**

* **Performance Metrics & Dashboards:**
  + Tracked **KPIs** such as:
    - **Customer Interaction Quality:** CSAT, NPS, AHT, FCR.
    - **Agent Productivity:** Calls handled, compliance score, engagement score.
    - **Sales Metrics:** Upsell conversion rate, revenue from upsells, AOV.
  + Provided **comparative rankings** of agents within teams and across teams.
* **Coaching & Feedback Mechanism:**
  + **AI-Driven Coaching Tips:**
    - Suggested strategies for upselling, efficiency, and customer engagement.
  + **Performance Heatmaps:** Highlighted strengths and weaknesses visually.
  + **Personalized Learning Modules:** Offered training videos, articles, and coaching sessions.
* **Gamification & Recognition:**
  + Introduced **leaderboards**, **badges**, and **rewards** to motivate agents.
  + Created **customizable challenges** to boost engagement and performance.
* **User Interface (Dashboard):**
  + **Agent View:** Personal performance summary, peer comparison, coaching tips.
  + **Team Leader View:** Team benchmarks, agent leaderboards, actionable insights.
  + **Gamification Features:** Badges, milestones, and rewards for top performers.
* **Data Integration & Insights:**
  + Pulled data from **CRM**, **call analytics**, and **sales systems**.
  + Used **real-time APIs** to integrate call logs and feedback tools.
  + Provided **performance predictions** and **coaching recommendations** based on successful agent behaviours.

**Outcomes & Impact**

* **Enhanced Agent Performance:** Agents reported improved confidence and efficiency, leading to better customer interactions.
* **Increased Motivation:** Gamification features, such as leaderboards and rewards, boosted agent engagement and morale.
* **Targeted Coaching:** Personalized feedback and training modules helped agents address specific performance gaps.
* **Improved Team Dynamics:** Team leaders gained actionable insights to support underperforming agents and celebrate top performers.

**Tools & Methodologies**

* **Data Integration:** Internal Sky DB, real-time APIs.
* **Visualization:** Interactive dashboards, heatmaps, leaderboards.
* Implemented **data anonymization techniques** to ensure GDPR compliance and protect sensitive customer and agent information.

### **9. RPA Implementation for Corporate Finance**

**Organization:** Firstsource Solutions Ltd., Bangalore  
**Project Overview:** Led the implementation of **Robotic Process Automation (RPA)** solutions to automate **financial reconciliation**. The initiative leveraged **Automation Anywhere** and **Optical Character Recognition (OCR)** tools to reduce manual effort and improve accuracy.

**Key Responsibilities & Approach**

* **Process Assessment & Automation Design:**
  + Identified repetitive, rule-based tasks in **financial reconciliation** (accounts payable).
  + Designed **automated workflows** using **Automation Anywhere** to streamline these processes.
* **Tool Integration & Deployment:**
  + Integrated **OCR technology** to extract and process data from scanned invoices.
  + Developed **RPA bots** to handle tasks such as:
    - **Invoice Processing:** Matching invoices with purchase orders and payment records.
* **Compliance & Error Reduction:**
  + Implemented **automated checks and balances** to ensure compliance with regulatory requirements.
  + Reduced **manual errors** by **85%** through automation and validation mechanisms.

**Outcomes & Impact**

* **Efficiency Gains:** Reduced **invoice reconciliation time** from **5 days to 12 hours**, enabling faster financial closures.
* **Cost Savings:** Achieved **20% FTE savings** across corporate finance by automating repetitive tasks.
* **Improved Accuracy:** Significantly reduced errors in invoice processing enhancing data reliability.
* **Regulatory Compliance:** Automated checks ensured adherence to compliance standards, reducing audit risks.

**Tools & Methodologies**

* **RPA Tools:** Automation Anywhere.
* **OCR Technology:** Optical Character Recognition for data extraction.
* **Process Optimization:** Workflow design, error-proofing, and validation mechanisms.

**10. Financial Audit for Everything Everywhere (EE)**

**Organization:** Infosys BPO, Bangalore  
**Project Overview:** Led a comprehensive **financial audit** for **Everything Everywhere (EE)**, a major telecommunications client, to validate commission agreements and ensure financial accuracy. The project involved **automating the validation process** using **VBA Macros** and **SQL scripts**, identifying discrepancies, and recovering **£10 million in overpaid commissions**. The initiative also led to **process improvements** in commission structuring to prevent future financial leakage.

**Key Responsibilities & Approach**

* **Audit Planning & Scope Definition:**
  + Defined the scope of the audit to cover **30 months of commission payments** across EE’s channels and partners.
  + Identified key data sources, including **Excel workbooks** (commission agreements) and the **ERM database** (actual changes).
* **Automation of Validation Process:**
  + Developed **VBA Macros** to extract and standardize data from Excel workbooks.
  + Created **SQL scripts** to query the ERM database and retrieve relevant commission records.
  + Automated the cross-verification of **frontend changes** (Excel workbooks) against **backend records** (ERM database).
* **Discrepancy Identification & Recovery:**
  + Identified discrepancies between commission agreements and actual payments, uncovering **£10 million in overpaid commissions**.
  + Collaborated with EE’s finance team to validate findings and initiate recovery processes.
* **Process Improvement Recommendations:**
  + Analysed root causes of discrepancies, such as manual errors and lack of validation mechanisms.
  + Recommended **process improvements** to enhance commission structuring and reduce financial leakage.
* **Project Management & Reporting:**
  + Used **MS Project** to plan and track audit activities, ensuring timely delivery.
  + Prepared detailed reports for EE’s leadership, highlighting findings, recovery efforts, and improvement opportunities.

**Outcomes & Impact**

* **Financial Recovery:** Identified and recovered **£10 million in overpaid commissions**, ensuring financial accuracy.
* **Process Improvements:** Implemented changes to commission structuring, reducing the risk of future discrepancies.
* **Efficiency Gains:** Automated the validation process, saving significant time and effort for future audits.
* **Client Satisfaction:** Delivered actionable insights that strengthened EE’s financial controls and partner relationships.

**Tools & Methodologies**

* **Automation Tools:** VBA Macros, SQL scripts.
* **Project Management:** MS Project for planning and tracking.
* **Data Analysis:** Cross-verification of Excel workbooks and ERM database records.

**11. British Telecom (BT) Challenge Cup – Best of India Awards**

**Organization:** Infosys BPO, Bangalore  
**Project Overview:** As a **project mentor**, led teams to achieve **2nd place** in British Telecom’s **‘Best of India’ competition** in both **2011 and 2012**, outperforming **150+ project teams** each year. The competition, part of BT’s annual **Challenge Cup**, recognized excellence in improvement projects across BT’s businesses. Additionally, received the **Golden Ribbon Award** for **five consecutive years of participation** (2009–2013) in the Challenge Cup.

**Key Contributions & Achievements**

* **2011 Project: Improving First Call Resolution (FCR) in Technical Troubleshooting Calls**
  + **Objective:** Enhance FCR rates for technical troubleshooting calls to reduce repeat calls and improve customer satisfaction.
  + **Approach:**
    - Analysed call data to identify root causes of unresolved technical issues.
    - Implemented targeted training programs for agents to improve troubleshooting skills.
    - Introduced a **knowledge repository** for quick access to solutions.
  + **Outcome:**
    - Improved FCR from **70% to 77%**, significantly reducing repeat calls and enhancing customer experience.
    - Secured **2nd place** in the **Best of India** competition.
* **2012 Project: Proactive SMS Notifications for Plan Changes, Bill Generation, and Payments**
  + **Objective:** Improve customer communication by sending **text message notifications** for key account activities.
  + **Approach:**
    - Designed and implemented an **SMS notification system** to alert customers about plan changes, bill generation, and payment confirmations.
    - Integrated the system with BT’s billing and CRM platforms for real-time updates.
  + **Outcome:**
    - Enhanced customer transparency and satisfaction by providing timely updates.
    - Secured **2nd place** in the **Best of India** competition for the second consecutive year.
* **Golden Ribbon Award (2009–2013):**
  + Recognized for **five consecutive years of participation** in the BT Challenge Cup, demonstrating consistent excellence and commitment to driving improvement projects.

**Outcomes & Impact**

* **Improved Customer Experience:** Enhanced FCR rates and proactive communication led to higher customer satisfaction.
* **Operational Efficiency:** Reduced repeat calls and streamlined customer communication processes.
* **Recognition:** Achieved **2nd place** in the **Best of India** competition twice, outperforming **150+ project teams** each year.
* **Leadership & Mentorship:** Guided teams to deliver impactful results, showcasing strong project management and mentorship skills.

**Tools & Methodologies**

* **Data Analysis:** Call data analysis to identify improvement opportunities.
* **Process Improvement:** Training programs, knowledge repositories, and SMS notification systems.
* **Project Management:** Mentored teams to plan, execute, and deliver projects within tight deadlines.

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