MANGESH C. BODKE

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CORE COMPETENCIES :

- Record To Report, General Ledger, Accounts Payable, Accounts Receivable
- Financial Analysis & Reporting
- Reconciliation, Journal Entries
- Intercompany, Fixed Assets
- Process Re-engineering
- Continuous Improvement
- KPI Dashboard Design & Automation
- Virtual PMO & Project Management
- Data Analysis & Visualization (Excel, Power BI)
- Six Sigma Green Belt & DMAIC Methodology
- Root Cause Analysis & Workflow Optimization
- Remote Leadership & Stakeholder Engagement

TECHNICAL SKILLS :

- Excel (Advanced)
- Power BI (Intermediate)
- SQL (Basic)
- Python (Basic)
- Oracle 11i/R12
- Siebel CRM
- Microsoft Office Suite

EDUCATION & CERTIFICATIONS :

- MBA in Finance, 2021
- Bachelor's in Hotel Management & Catering Technology, 2002
- Six Sigma Green Belt Certification, Total Business Management Solutions
- LCS Level 1a Practitioner, Cardiff University
- Data Analyst Certificate, Coding Invaders

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PROFESSIONAL SUMMARY :

Dynamic Operations & Process Excellence Consultant & Data Reporting Analyst with over 15 years of experience in telecom, finance, BPO, banking & healthcare environments. Expert in Six ofSigma methodologies, process re-engineering, KPI dashboard automation & virtual PMO leadership. Proven track record **delivering ~40% gains** in reporting accuracy, **~30% cycle-time reductions** & scalable process frameworks. Proficient at **driving continuous improvement**, stakeholder management & data-driven decision making

PROJECT HIGHLIGHTS :

- Telecom KPI Automation: Developed Excel & Power BI dashboards that **cut monthly reporting effort by 35%** & **improved SLA compliance by 20%**
- Finance Close Optimization: Led Six Sigma DMAIC project for a FinTech client, **reducing month-end close cycle time by 30% & boosting accuracy by 40%**
- Oracle Migration: Managed Oracle 11i to R12 upgrade with zero data loss and uninterrupted global finance operations

PROFESSIONAL EXPERIENCE :

Team Lead Secondment – Tech Mahindra Business Services (Telecom Domain) - Apr 2018 – Oct 2025
- Applied Six Sigma techniques to streamline telecom operations, **reducing errors by 25%**
- Automated reporting templates and dashboards, **improving data accuracy by 40% & efficiency by 35%**
- Analyzed AHT, NPS, APS and quality metrics to drive a **20% uplift in team performance**
- Collaborated with QA and training teams on refresher modules, **cutting repeat errors by 15%**

Assistant Manager – Steria India Ltd (Finance Domain) - Sep 2007 – May 2015
- Designed automation initiatives that **reduced manual reporting effort by 40%** & improved accuracy
- Implemented process enhancements to **shorten monthly close cycle time by 30%** & ensure 100% audit compliance (ISO, DNV, KPMG, PWC)
- Led the migration from Oracle 11i to R12, achieving zero data loss & seamless transition
- Managed a 75-member team with **KPI-driven coaching, boosting productivity by 25%**

Customer Support Executive – Mphasis BPO (Banking Domain) - Jan 2005 – Sep 2007
- Monitored AHT, NPS & quality KPIs to maintain SLAs & escalate deviations
- Delivered daily, weekly & monthly reports that enhanced service level adherence by 15%
- Provided data analysis insights supporting continuous improvement & quality initiatives