

About Me:

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<https://mangeshcbodke.github.io/Portfolio/>



Key Achievements

- **Improved process efficiency by 15–20%** via Lean Six Sigma, automation and Power BI dashboards
- **Reduced repeat calls by 18%** and **enhanced CSAT/NPS by 12%** through coaching and optimization
- Implemented RPA, **cutting manual reporting by 30%** and improving accuracy
- Achieved zero non-compliance findings across multiple client audits
- **Delivered training for 250+ associates**, boosting QA scores and knowledge retention
- Directed R2R operations ensuring **100% IFRS/GAAP & SOX compliance with on-time closures**

Core Competencies

- **Service Delivery & Operations:** SLA/KPI Governance, Escalation Management, Voice & Chat Operations
- **Finance & Compliance:** R2R, GL Accounting, Month/Year-End Close, IFRS/GAAP, SOX, Audit Readiness
- **Process Excellence:** Lean, Six Sigma, Continuous Improvement, RCA/Automation, Transition & Transformation
- **Analytics & Reporting:** Power BI, Advanced Excel, Dashboard, Performance Insights
- **Leadership & Collaboration:** Team Coaching, Client Relationship Management, Stakeholder Engagement
- **Technology:** SAP, Oracle R12, Workday, Salesforce, Genesys, Siebel

Education & Certifications

- MBA (Finance) – Welingkar Institute, Mumbai
- Bachelor's in Hotel Management – Pune University
- Data Analyst Certificate – Coding Invaders (Ongoing)
- Six Sigma Green Belt – TBMS, Pune
- LCS Level 1a Practitioner – Cardiff University, London

Professional Summary

BPO Service Delivery & Finance Operations Leader with 15+ years in R2R (**GL, AP/AR, Fixed Assets, Intercompany, Reconciliations**), SLA/KPI governance, audit compliance (**IFRS, GAAP, SOX**) and BPO (**Voice & Chat**). Proven expertise in **process optimization, Lean Six Sigma, automation and analytics driving operational excellence, financial accuracy and superior customer experience**. Skilled in cross-functional leadership, transitions and client engagement across high-volume fast paced environments

Professional Experience

Tech Mahindra – Team Lead Secondment Voice & Chat Operation (Telecom Domain)

Apr 2018 – Oct 2025 | Pune, India

- Directed end-to-end service delivery ensuring SLA/KPI compliance, audit readiness and operational excellence
- Led transitions, migrations, governance reviews.
- Acted as client liaison and escalation manager
- Delivered insights in WBR/MBR/QBR forums
- Drove continuous improvement via Lean, Six Sigma, RCA, automation
- Strengthened compliance, mitigated risks and ensured business continuity

Steria India Ltd – Assistant Manager Record to Report (Healthcare Finance Domain)

Sep 2007 – May 2015 | Pune, India

- Managed full R2R cycle (GL, AP/AR, Fixed Assets, Intercompany, Bank Reconciliation, Month-End / Year-End Close)
- Ensured IFRS/GAAP compliance, SOX controls and audit readiness
- Drove ERP automation, Lean Six Sigma improvements and KPI/SLA monitoring
- Partnered with auditors and compliance teams to strengthen governance

Mphasis BPO – Customer Support Executive (SME) Voice Operation (Banking Domain)

Jan 2005 – Sep 2007 | Pune, India

- Supported daily operations, call monitoring, escalations and RCA on errors
- Ensured SLA/AHT/CSAT/FCR compliance. Coached agents to close performance gaps
- Delivered productivity and quality improvements through audits, training and process documentation