

MANGESH C. BODKE

Location: Metro Manila, PH | Remote Worldwide | Mobile: +63 967 259 0733 | Email: mangesh.bodke@gmail.com
Linkedin: [linkedin.com/in/mangesh-c-bodke-54020b225](https://www.linkedin.com/in/mangesh-c-bodke-54020b225) | Portfolio: mangeshcbodke18.github.io/portfolio



CORE COMPETENCIES :

- 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
- Financial Reporting & Controls

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

Mobile: +63 967 259 0733
WhatsApp: +63 967 259 0733
Viber: +63 967 259 0733
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PROFESSIONAL SUMMARY :

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

PROJECT HIGHLIGHTS :

- Telecom KPI Automation: Developed Excel & Power BI dashboards that cut monthly reporting effort by 35% and 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% and 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% and 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% and improved accuracy
- Implemented process enhancements to shorten monthly close cycle time by 30% and ensure 100% audit compliance (ISO, DNV, KPMG, PWC)
- Led the migration from Oracle 11i to R12, achieving zero data loss and 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 and quality KPIs to maintain SLAs and escalate deviations
- Delivered daily, weekly and monthly reports that enhanced service level adherence by 15%
- Provided data analysis insights supporting continuous improvement and quality initiatives