

## MANGESH C. BODKE

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### PROFESSIONAL SUMMARY

In my recent leadership role with a leading **Australian telecom** client, I drove a high-performing customer service operation through data-driven performance management & Six Sigma practices. By introducing a culture of continuous improvement & accountability at advisory level, I achieved a **25% reduction in errors, 20% improvement in compliance, 15% fewer repeat calls & a 35% increase in reporting accuracy & speed**. I implemented real-time KPI dashboards & control frameworks that empowered advisors to act on insights, close performance gaps & maintain service quality on real time basis. Through structured coaching, skill development & daily huddles, I strengthened team engagement, ownership & consistency — ultimately enhancing customer satisfaction, contract KPIs & team morale, while setting new standards for operational excellence & client trust.

Earlier, working as an Assistant Manager for a **UK-based healthcare** major while supporting in **Record to Report** process, I led a 75-member team through large-scale ERP migrations & various automation rollouts, **cutting manual reporting by 40%** & accelerating **month-end close cycles by 30%**. I implemented KPI-driven performance frameworks & applied various automation & Six Sigma methodology to **enhance accuracy in journal postings, reconciliations & financial reporting**. By maintaining audit readiness for PWC, DNV & KPMG & fostering a culture of continuous improvement & accountability, I strengthened control environments & delivered consistent, high-quality financial insights.

### PROJECT HIGHLIGHTS

- ❑ **Reduction in Repeat Calls:** Identified key process gaps, implemented targeted coaching & workflow refinements, achieved 15% reduction
- ❑ **Telecom KPI Automation:** Developed Excel & Power BI dashboards. 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 & 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%**
  - AHT, NPS, APS & quality metrics to drive a **20% uplift in team performance**
  - Collaborated with QA & training teams on refresher modules, **cutting repeat calls by 15%**
- ❑ **Assistant Manager – Steria India Ltd (Healthcare Finance Domain) - Sep 2007 – May 2015**
  - Managed a 75-member team with KPI-driven coaching, **boosting productivity by 25%**
  - Designed automation initiatives that **reduced manual reporting by 40% & improved accuracy**
  - Implemented process enhancements to **shorten monthly close cycle time by 30%**
  - Prepare, maintain & version control various process documents. Ensure 100% audit compliance (ISO, DNV, KPMG, PWC)
  - Led the migration from Oracle 11i to R12, achieving zero data loss & seamless transition
- ❑ **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.

### CORE COMPETENCIES

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

### TECHNICAL SKILLS

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

### EDUCATION & CERTIFICATIONS

- ❑ MBA in Finance, 2021
- ❑ Bachelor's in Hotel Management & Catering Technology, 2002
- ❑ Six Sigma Green Belt Certification, Total Business Management Solutions, 2024
- ❑ LCS Level 1a Practitioner, Cardiff University, 2014
- ❑ Data Analyst Certificate, Coding Invaders, 2023