

# MANGESH C. BODKE

FINANCE & OPERATIONS LEADER  
14+ YEARS IN BPO & SHARED SERVICES



## CORE COMPETENCIES



### Service Delivery & Operations:

SLA & KPI Governance  
Escalation Management,  
Customer Experience (Voice & Chat)



### Finance & Compliance:

Record to Report (R2R),  
Financial Reporting  
Month-End/Year-End Close,  
GL/AP/AR, Bank Reconciliation,  
Intercompany, SOX Compliance,  
Audit Readiness



### Process Excellence & Transformation:

Lean Six Sigma,  
Process Improvement,  
Automation, Transformation,  
Quality Assurance



### Leadership & Collaboration:

Team Leadership,  
Coaching & Mentoring,  
Stakeholder Engagement,  
Cross-Functional Collaboration



### Technology & Systems:

ERP (SAP, Oracle, Workday),  
MS Office Suite, Teanex

## ACHIEVEMENTS



### Accounts Payable – Invoice-to-Pay Optimization:

Automated invoice clearance using Excel + ERP integration; freeing up the operational budget worth 12 FTE i.e. ~₹14.4M



### Input Tax Report Automation:

Automated reporting for 258 entities; saved ~774 hours per cycle, releasing ~19 FTE capacity for revenue worth of ₹22.8M



### Output Tax Report Automation:

Automated 516 reports per cycle; reduced manual effort by 129 hours, freeing ~3 FTEs worth ~₹3.6M annual saving



### Repeat Call Volume Optimization:

Lean Six Sigma initiative reducing repeat calls by 15% unlocked ~13 FTEs capacity and multi-million INR savings



### Operational Excellence:

Improved process efficiency by 15-20% through Lean Six Sigma, automation and Power BI dashboards



### Customer Experience:

Reduced AHT variance by 18% and enhanced CSAT/NPS by 12% via coaching and process optimization



### Audit & Compliance:

Strengthened audit readiness for 150+ associates, driving QA improvements findings across multiple audits



### Leadership:

Delivered training programs for 150+ associates, driving QA improvements and multiple audits



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## Key Projects & Achievements

- ✓ **Accounts Payable – Invoice-to-Pay Optimization:** Automated invoice clearance using Excel + ERP integration; reduced manual handling, improved cycle time, and achieved 100% high-value invoice detection freeing up the operational budget worth 12 FTE i.e. ~14.4M i.e. ~14.4M
- ✓ **Input Tax Report Automation:** Automated reporting for 258 entities; saved ~774 hours per cycle, releasing ~19 FTEs capacity for revenue worth of ~22.8M
- ✓ **Output Tax Report Automation:** Automated 516 reports per cycle; reduced manual effort by 129 hours, freeing ~3 FTEs worth ~3.6M annual saving
- ✓ **Repeat Call Volume Optimization:** Lean Six Sigma initiative reducing repeat calls by 15%; unlocked ~13 FTEs capacity and multi-million INR savings
- ✓ **Operational Excellence:** Improved process efficiency by 15–20% through Lean Six Sigma, automation, and Power BI dashboards
- ✓ **Customer Experience:** Reduced AHT variance by 18% and enhanced CSAT/NPS by 12% via coaching and process optimization
- ✓ **Audit & Compliance:** Strengthened audit readiness, achieving zero non-compliance findings across multiple audits
- ✓ **Leadership:** Delivered training programs for 150+ associates, driving QA improvements and knowledge retention

## Education & Certifications

- ✓ MBA in Finance – Welingkar Institute, Mumbai (2021)
- ✓ Bachelor's in Hotel Management – Pune University (2002)
- ✓ Data Analyst Certificate – Coding Invaders (Ongoing)
- ✓ Six Sigma Green Belt – Total Business Management Solutions
- ✓ LCS Level 1a Practitioner – Cardiff University, London

## Technical Skills

- ✓ ERP Systems: SAP, Oracle, Workday
- ✓ Reporting & Analytics: Power BI, Advanced Excel (Pivot Tables, Power Query)
- ✓ Automation Tools: RPA Platforms
- ✓ CRM & Call Management: Salesforce, Genesys, Siebel
- ✓ Collaboration Tools: MS Office Suite, Teams, Webex

## Professional Experience



### Tech Mahindra Business Services –

#### Team Coach (Telecom Domain)

Pune, India | Apr 2018 – Oct 2025

- ✓ Owned end-to-end service delivery for client processes, ensuring SLA/KPI adherence and compliance
- ✓ Monitored daily performance metrics, identified delivery gaps and implemented corrective actions
- ✓ Acted as the primary point of contact for client escalations and governance reviews (WBR/MBR/QBR)
- ✓ Partnered with analytics and transformation teams to improve efficiency and customer satisfaction
- ✓ Led RCA/CAPA initiatives, mitigating recurring issues and strengthening business continuity readiness
- ✓ Developed next-gen leaders through structured coaching, performance reviews and mentoring



### Steria India Ltd – Assistant Manager, Accounting to Reporting

(Healthcare Domain), Pune, India | Sep 2007 – May 2015

- ✓ Directed full Record to Report cycle including GL, AP, AR, FA, Intercompany, Bank Reconciliation and Financial Reporting
- ✓ Ensured accuracy, timeliness, and compliance of financial statements under IFRS/GAAP standards
- ✓ Established SOPs and internal controls, ensuring SOX compliance and audit readiness
- ✓ Implemented Lean Six Sigma and automation solutions, improving close cycle times and reporting accuracy
- ✓ Coordinated with auditors and compliance teams, achieving zero non-compliance findings
- ✓ Partnered with transition teams for seamless migrations and knowledge transfers



### Mphasis BPO – Customer Support Executive (Banking Domain)

Pune, India | Jan 2005 – Sep 2007

- ✓ Supported daily operations in voice processes, handling escalations and live call monitoring
- ✓ Conducted RCA on repeat errors, reducing repeat calls by 15%
- ✓ Ensured SLA, AHT, CSAT, and FCR targets were consistently achieved
- ✓ Delivered refresher training and coaching sessions, improving QA scores and knowledge retention