

MANGESH C. BODKE

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

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

TECHNICAL SKILLS

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