About Me:

MANGESH C. BODKE

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Professional Summary

Seasoned Service Delivery & Subject Matter Expert with 10+ years of experience in BPO operations across Finance & Accounting (R2R) and Customer Experience (Voice & Chat). Proven expertise in service delivery management, SLA governance, client relationship management, performance monitoring and process optimization.

Strong command of end-to-end R2R including GL, AP, AR, FA, Intercompany, Bank Reconciliation, Month/Year-end Close and Financial Reporting under IFRS, GAAP and SOX.

Expert in KPI, AHT, CSAT, FCR and quality management, driving productivity, compliance and operational excellence. Adept in Lean, Six Sigma, automation, SOPs, internal controls, audit frameworks, team leadership, coaching, ERP systems, training, transitions and change management.

Valued for strong analytics, stakeholder engagement and consistent delivery in high-volume BPO environments

Professional Experience

➢ **Tech Mahindra Business Services – Team Lead Secondment (Telecom Domain) Apr 2018 – Oct 2025 | Pune, India**
- Own end-to-end delivery for assigned client processes, ensuring adherence to contractual SLAs, KPIs and compliance requirements
- Monitor performance metrics daily, identify delivery gaps and implement corrective actions proactively
- Ensure operational readiness for all new transitions and process migrations
- Serve as the primary point of contact for client escalations and governance reviews
- Be a part if regular business reviews (WBR/MBR/QBR) to showcase performance, improvements and upcoming initiatives
- Maintain strong client relationships through proactive communication, trust-building and transparent issue resolution
- Identify process improvement opportunities using Lean, Six Sigma or automation methodologies
- Lead root cause analysis (RCA) and corrective/preventive action (CAPA) initiatives for recurring issues
- Partner with transformation and analytics teams to improve efficiency and customer satisfaction• Ensure adherence to company and client policies, data privacy regulations and audit requirements • Mitigate operational risks and maintain business continuity and disaster recovery readiness.
- Demonstrated ability to manage multiple priorities in a fast-paced environment
- Excellent client-facing and stakeholder management abilities
- Proven leadership and people management capability by developing next gen leaders

➢ **Steria India Ltd – Assistant Manager, Accounting to Reporting (Healthcare Domain)Sep 2007 – May 2015 | Pune, India**
- Manage the full Record to Report cycle, including General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Intercompany Accounting, Bank Reconciliation, Month-end / Year-end Closures and Financial Reporting
- Ensure accuracy, timeliness and compliance of financial statements as per IFRS / GAAP / client-specific standards
- Establish and enforce standard operating procedures (SOPs) and internal controls
- Monitor SLAs, KPIs and operational metrics—including close cycle times, journal accuracy, reconciliation quality and reporting timeliness
- Drive operational excellence by identifying and mitigating process bottlenecks and variances
- Identify and lead process improvement initiatives using Lean, Six Sigma and automation tools
- Implement standardization, automation and analytics dashboards to improve process visibility and control
- Partner with the Transition and Transformation teams for seamless process migrations and knowledge transfers
- Promote a culture of accuracy, accountability and continuous improvement
- Facilitate skill enhancement through R2R domain training, ERP proficiency and compliance awareness
- Ensure full adherence to SOX, internal controls and audit requirements
- Coordinate with client auditors and internal compliance functions to ensure readiness and transparency
- Maintain robust documentation and audit trails for all accounting transactions
- Support internal and external audit activities, ensuring timely response and corrective actions
- Proactively identify financial and operational risks and implement mitigation plans
- Collaborate with cross-functional teams and clients to drive transparency, governance, and alignment on financial performance objectives

➢ **Mphasis BPO – Customer Support Executive (Banking Domain) Jan 2005 – Sep 2007 | Pune, India**
- Serve as the go-to process expert for voice agents on floor queries, product details and customer handling protocols
- Support daily operations by assisting with live call monitoring, escalations and issue resolution
- Conduct root cause analysis (RCA) on repeat errors, escalations and process deviations to recommend corrective actions
- Ensure adherence to SLA, AHT, CSAT, Quality and First Call Resolution (FCR) targets
- Partner with quality and operations teams to bridge performance and knowledge gaps
- Conduct refresher sessions, huddles and side-by-side coaching to reinforce process knowledge and soft skills
- Collaborate with the Training team during new hire batches and process updates
- Maintain and update process documents, call scripts, FAQs and knowledge bases to ensure consistency and compliance
- Mentor agents on call etiquette, empathy, objection handling and compliance standards
- Analyze team performance reports and identify trends impacting key metrics (AHT, CSAT, QA scores, etc.)
- Recommend and implement action plans to improve agent productivity and quality
- Support calibration sessions between quality and operations to align on performance standards
- Monitor calls for process adherence, tone, accuracy and resolution quality
- Ensure compliance with client protocols, data protection and regulatory requirements
- Assist in managing customer escalations with professionalism and ownership
- Support audits and ensure corrective actions are implemented promptly
- Work closely with Team Leaders, Trainers, Quality Analysts and Client SPOCs to ensure alignment on deliverables• Provide operational insights to management on recurring issues and improvement opportunities

Key Achievements
- Improved process efficiency by 15–20% through Lean Six Sigma, automation & dashboard analytics using Power BI
- Reduced AHT variance by 18% and enhanced CSAT/NPS by 12% through performance coaching and process optimization in voice & chat operations
- Reduction in Repeat Calls by 15% through coaching and calibration. Improved QA score with the help of call listening
- Implemented RPA and process automation, cutting manual reporting efforts by 30% and improving data accuracy
- Strengthened audit readiness and internal controls, achieving zero non-compliance findings across multiple client audits
- Delivered refresher training and skill programs for 150+ associates, driving improved QA and knowledge retention
- Partnered with transition and transformation teams for seamless client migrations with zero service disruption
- Directed end-to-end R2R operations ensuring 100% IFRS/GAAP and SOX compliance while meeting all month-end close targets
- Improved month end closure by streamlining various activities and automating processes

Core Competencies
- *Service Delivery & Operations*
  Service Delivery Management, Operational Excellence, SLA & KPI Governance, Customer Experience (CX), Escalation Management, Voice & Chat Operations
- *Finance & Compliance*
  Record to Report (R2R), Financial Reporting (IFRS/GAAP), Month-End & Year-End Closures, General Ledger Accounting, Accounts Receivable and Accounts Payable, Bank Reconciliation, Intercompany, SOX
- Compliance, Internal Controls, Audit Readiness, Risk Management
- *Process Excellence & Transformation*
  Lean Six Sigma, Process Improvement & Automation, Continuous Improvement, Transition & Transformation, Quality Assurance
- *Analytics & Performance Management*
  Data Analytics & Dashboard Reporting, Performance Management, Power BI, Advanced Excel, RPA & Automation Tools
- *Leadership & Collaboration*
  Team Leadership, Coaching & Feedback, Training & Knowledge Management, Client Relationship Management, Cross-Functional Collaboration
- *Technology & Systems*
  ERP Systems (SAP, Oracle, Workday)

Soft Skills

- **Leadership & People Management**
  Leadership, Team Motivation, Coaching & Mentoring, Strategic Planning, Decision Making, Accountability, Integrity & Professionalism
- **Communication & Relationship Management**
  Communication & Interpersonal Skills, Client Engagement, Stakeholder Management, Negotiation, Conflict Resolution, Emotional Intelligence, Customer Focus
- **Analytical & Problem-Solving Abilities**
  Analytical Thinking, Problem Solving, Process Orientation, Attention to Detail, Innovation, Result Orientation
- **Adaptability & Continuous Growth**
  Adaptability, Resilience, Continuous Learning, Change Management, Time Management, Multi-Tasking
- **Collaboration & Execution Excellence**
  Cross function Collaboration, Execution Discipline, Strategic Alignment

Technical Skills

- **ERP Systems**: SAP, Oracle, Workday
- **CRM & Call Management**: Salesforce, Genesys, Siebel
- **Continuous Improvement**: Process Automation: RPA Tools
- **Reporting & Analytics**: Power BI, MS Excel (Advanced, Pivot Tables, Power Query)
- **Finance & Accounting**: General Ledger Management, Bank Reconciliation, Fixed Assets, Intercompany Accounting, MonthEnd / Year-End Close
- **Quality & Performance**: QA Dashboards, SLA/KPI Monitoring Tools, Call Recording & Monitoring Systems
- **Collaboration & Productivity**: MS Office Suite, Teams, Webex

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