

MANGESH C. BODKE

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CORE COMPETENCIES :

- Record To Report, General Ledger, Accounts Payable, Accounts Receivable
- Financial Analysis & Reporting
- Reconciliation, Journal Entries
- Intercompany, Fixed Assets
- 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

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

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PROFESSIONAL SUMMARY :

Across 15+ years in finance, banking, telecom, healthcare and BPO, I've driven measurable improvements in performance management, stakeholder alignment and process optimization.

With over 8 years in Record to Report, I've led initiatives in intercompany accounting, fixed assets, reconciliations and audit support using Oracle R12 and advanced Excel. My focus has always been on streamlining close cycles, enhancing control adherence and delivering audit ready reporting that leadership can trust.

During my recent BPO journey with one of the leading Australian telecom giant, I applied Six Sigma principles to **reduce operational errors by ~25%, boost various compliance scores by ~20% and improve reporting efficiency by ~35%** through automation. Helped to **reduce the repeats by 15%**

Previously while working with one of the healthcare giant from UK, I led a 75 member team through large scale ERP migrations and automation rollouts that **cut manual reporting by ~40% and shortened close cycles by 30%**. I introduced KPI-driven reviews, maintained audit documentation for DNV, PWC and KPMG and built a culture of continuous improvement. Whether mentoring teams or refining processes, my goal has always been to create systems that elevate people and performance together.

PROJECT HIGHLIGHTS :

- Telecom KPI Automation: Developed Excel & Power BI dashboards that **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 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% & 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 calls by 15%**

Assistant Manager – Steria India Ltd (Healthcare Finance Domain) - Sep 2007 – May 2015

- Designed automation initiatives that **reduced manual reporting effort by 40% & improved accuracy**
- Implemented process enhancements to **shorten monthly close cycle time by 30% & ensure 100% audit compliance (ISO, DNV, KPMG, PWC)**
- Led the migration from Oracle 11i to R12, achieving zero data loss & 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 & 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