MANGESH C. BODKE

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Keshavnagar, Chinchwad,

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Objective

Analytical and detail-oriented professional bringing over 15 years of leadership in operations, performance management, and the Record to Report (R2R) process. Demonstrated ability in business process optimization, financial analysis, and data-driven strategy execution. Proven track record of enhancing reporting accuracy, streamlining month-end close activities, and translating complex data into actionable insights. Currently pursuing a Data Analytics certification to advance skills in Python, SQL, and Power BI, with a strong focus on delivering analytical solutions that drive financial and operational efficiency.

Professional Experience

- Tech Mahindra Business Services (Telecom Domain) – Team Lead Secondment

April 2018 – Present | Pune, India

- Steria India Ltd (Finance Domain) - Assistant Manager – Accounting to Reporting (A2R / R2R)

September 2007 – May 2015 | Pune, India

- Mphasis BPO (Banking Domain) – Customer Support Executive

Jan 2005 – Sep 2007 | Pune, India

Core Competencies

- Data Analysis & Visualization (Excel, Power BI)
- Business Process Optimization
- Data-Driven Decision Making
- KPI Tracking and Performance Dashboards
- Client & Stakeholder Management
- Team Leadership and Cross-Functional Collaboration
- Strategic Planning & Execution
- ERP Systems (Oracle 11i, R12, ISFE)
- Microsoft Office Suite (Advanced Excel)

Education & Certifications

- LCS Level 1a Practitioner – Cardiff University, London
- Six Sigma Green Belt Certification (240805-02) - Total Business Management Solutions
- Certificate Course – Data Analyst – Coding Invaders – Online
- MBA in Finance – Welingkar Institute of Management Development and Research, Mumbai – 2021
- Bachelor's Degree – Hotel Management & Catering Technology – Pune University, Pune – 2002

Projects & Initiatives

- Excel Automation Suite: Designed Excel macros and dashboards that automated performance reports and SOP tracking. Helped to bring in 40% improvement
- Oracle R12 Migration: Led end-to-end process migration including testing, training, and stakeholder alignment

Technical Skills

- Data Tools: Excel (Advanced), SQL (Basic), Power BI (Beginner), Python (Basic)
- ERP Tools: Oracle 11i, Oracle R12, ISFE

Soft Skills

Communication, Adaptability, Leadership, Strategic Thinking, Business Insights, Coaching & Feedback, Stakeholder Communication

Professional Summary

Team Lead Secondment - Operations

Tech Mahindra Business Services (Telecom Domain)   *Apr 2018 – Present | Pune, India*

As a Team Lead Secondment supporting the Telecom vertical, I've worked at the intersection of process operations, performance analytics and reporting**.** My role involves using data to identify gaps, improve KPIs and support decision-making. I routinely generate reports, conduct performance deep-dives and collaborate cross-functionally to enhance operational efficiency. My background blends team leadership with a growing skill set in data-driven problem-solving**,** a strong fit for entry-level Data Analyst roles.

Key Contributions and Responsibilities:

• **Data-Driven Performance Management**: Monitored and analyzed KPIs (AHT, NPS, APS, Transfers, Quality) to identify individual and team performance trends. Used Excel dashboards and pivot tables to visualize weekly/monthly performance metrics, helping managers make informed decisions. Provided call quality insights through structured call audits, coaching, and performance reviews.

• **Operations Reporting & Analysis**: Prepared and shared daily/weekly/monthly operational reports (PMS, Queue Management, Interval Reports) to track service levels. Conducted interval-wise analysis to optimize staffing and customer handling strategies. Regularly collaborated with operations managers to align team output with business objectives through data insights.

• **Process Improvement & Training Analytics**: Created and maintained training trackers, knowledge transfer documents and refresher modules to improve performance consistency. Worked closely with QA teams to identify common errors, flag quality issues and recommend process fixes based on data**.**

Tools & Technologies Used:

• **Data Tools:** Microsoft Excel (Advanced: Pivot Tables, Charts, VLOOKUPs, Conditional Formatting, Index, Match), PowerPoint for reporting

• **CRM Systems:** Siebel

• **Other Tools:** Microsoft Word, Outlook, internal performance dashboards

Core Skills:

Change Management, KPI Monitoring, Operations Reporting, Business Insights, Excel Reporting, Call Quality Analysis, Process Optimization, Queue Management, Performance Dashboards, Siebel CRM, Data-Driven Decision Making, Coaching & Feedback, Stakeholder Communication, AHT, NPS, Root Cause Analysis

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Assistant Manager – Accounting to Reporting (A2R / R2R)

Steria India Ltd (Finance Domain).   *Sep 2007 – May 2015 | Pune, India*

Led end-to-end financial reporting and process improvement functions in a global shared services environment. Applied data analytics to enhance reporting accuracy, streamline operations, and support decision-making. Strong experience working with large datasets, building automation, and creating business reports.

Key Contributions and Responsibilities:

• **Financial & Operational Data Analysis**: Managed high-volume financial data for month-end, quarter-end, and year-end close processes. Performed trend analysis, variance reporting, and reconciliation using advanced Excel and Oracle ERP (11i, R12, ISFE) systems.

• **Data Extraction & Automation**: Developed Excel-based dashboards, pivot tables, VLOOKUPs, macros, and automated workbooks to streamline reporting. Reduced manual reporting efforts by **40 %** through automation, improving data accuracy and productivity.

- **Reporting & Visualization**: Built and maintained standardized KPI reports and performance metrics for leadership using Excel and Oracle BI. Familiarity with PowerPoint and Advance Excel for dashboard creation and ad-hoc reporting.
- **Data Governance & Compliance**: Ensured data quality, consistency, and audit readiness through controlled SOP documentation, maker-checker controls and process audits (ISO, DNV).

Business Leadership & Stakeholder Communication:

- **Team Leadership**: Managed a team of 35+, including Team Leads and SMEs. Conducted data-driven performance reviews, resource planning, and training for new reporting tools and dashboards.
- **Stakeholder Collaboration**: Liaised with global clients to deliver real-time data insights, status reports, and operational updates. Translated business needs into reporting requirements and performance metrics.
- **Project & System Migration**: Led ERP data migration projects from Oracle 11i to R12/ISFE including data mapping, validation and UAT. Supported offshore project transitions and implemented best practices for reporting continuity.

Tools & Technologies:

- **Data Tools**: Microsoft Excel (Advanced: Macros, Pivot Tables, Complex Formulas), Oracle BI
- **ERP Systems**: Oracle 11i, Oracle R12, ISFE
- **Other Tools**: Dataload Professional, Microsoft Office Suite

Core Skills:

Change Management, KPI Monitoring, Operations Reporting, Business Insights, Excel Reporting, Call Quality Analysis, Process Optimization, Queue Management, Performance Dashboards, Siebel CRM, Data-Driven Decision Making, Coaching & Feedback, Stakeholder Communication, AHT, NPS, Root Cause Analysis

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Customer Support Executive
Mphasis BPO (Banking Domain)
Jan 2005 – Sep 2007 | Pune, India

- **Data-Driven Performance Management**: Monitored and analyzed KPIs (AHT, NPS, APS, Transfers, Quality) to identify individual and team performance trends.
- **Operations Reporting & Analysis**: Prepared and shared daily/weekly/monthly operational reports (PMS, Interval Reports) with the team

Core Skills:

KPI Monitoring, Operations Reporting, Excel Reporting, Call Quality Analysis, Performance Dashboards, Coaching & Feedback, AHT, NPS, Root Cause Analysis

References

Will be provided on request