MANGESH C. BODKE

Mobile: +63 967 259 0733 | Location: Metro Manila, Philippines
Email: mangesh.bodke@gmail.com | Portfolio: https://mangeshcbodke18.github.io/portfolio/Index.html

Core Competencies
• Business Process Optimization
• Data driven Decision Making
• KPI Tracking and Performance Dashboards
• Client and Stakeholder Management
• Team Leadership and Cross functional Collaboration
• Strategic Planning and Execution
• Operational Excellence and Continuous Improvement
• Financial Reporting and Controls

Technical Skills
• Excel (Advanced)
• Microsoft Office Suite
• SQL (Basic)
• Power BI (Beginner)
• Python (Basic)
• Oracle 11i
• Oracle R12
• Siebel CRM

Professional Summary
Analytical and detail oriented professional with over 15 years of leadership in telecom operations, finance operations and performance management. Expertise in Six Sigma methodologies, process optimization and financial reporting. Proven ability to achieve measurable results such as ~40% improvement in reporting accuracy and ~30% reduction in process cycle time. Adept at root cause analysis, continuous improvement and delivering data driven insights for decision making.

Professional Experience
Team Lead Secondment – Tech Mahindra Business Services (Telecom Domain)
Apr 2018 – Present | Pune, India
• Applied Six Sigma techniques to improve process accuracy, reducing operational errors by **~25%**
• Conducted structured call audits and quality reviews, increasing call compliance scores by **~20%**
• Automated reporting templates and dashboards, improving reporting efficiency by **~35%**
• Analyzed KPIs (AHT, NPS, APS, Transfers, Quality) to identify gaps and optimize team performance
• Partnered with QA and training teams to develop refresher modules, reducing repeat errors by **~15%**

Assistant Manager – Steria India Ltd (Finance Domain)
Sep 2007 – May 2015 | Pune, India
• Spearheaded automation initiatives that reduced manual reporting effort by **~40%** and improved accuracy
• Implemented Six Sigma process improvements, cutting monthly close cycle time by **~30%**
• Managed month end and year end reporting, ensuring 100% compliance with audit standards (ISO, DNV)
• Led migration from Oracle 11i to R12, ensuring zero data loss and smooth transition
• Directed a team of 35+ members, driving KPI based performance reviews and coaching

Customer Support Executive – Mphasis BPO (Banking Domain)
Jan 2005 – Sep 2007 | Pune, India
• Monitored key KPIs (AHT, NPS, Quality) to track performance trends and escalate deviations
• Delivered process insights through daily/weekly/monthly reports, enhancing service level adherence
• Supported continuous improvement efforts by contributing data analysis for quality initiatives.

Contact Information

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