

Projects Portfolio

1. RPA Training & Process Improvement Initiative

Organization: GeBBs Healthcare Services, Navi Mumbai

Project Overview: Designed and executed a large-scale training program to equip 350+ junior supervisors with skills in Robotic Process Automation (RPA), process mapping, and time & motion studies. The initiative aimed to identify automation opportunities, streamline operations, and build a sustainable pipeline for process improvement projects.

Key Responsibilities & Approach

- **Training Program Design:**
 - Delivered **18 training batches** (20-25 participants per batch) on:
 - **Process Mapping:** Creating detailed flowcharts to visualize workflows.
 - **Time & Motion Studies:** Tracking and recording process metrics using WPS Excel (WPS Office due to workstation constraints).
 - **RPA Opportunity Identification:** Techniques to spot automation potential and inefficiencies during process analysis.
 - Focused on practical application, teaching participants how to adapt methodologies to resource limitations, such as using WPS Excel instead of Microsoft Excel.
- **Hands-On Guidance:**
 - Taught participants to document findings systematically and structure reports for leadership review.
 - Emphasized critical thinking to align process improvements with business goals.
- **Validation & Feedback Loop:**
 - Personally reviewed **350+ submissions**, providing iterative feedback to refine accuracy and feasibility.
 - Collaborated with RPA Project Management and Process Improvement teams to prioritize validated opportunities for implementation.
- **Constraint Management:**
 - Addressed challenges like limited workstation access by optimizing WPS Excel templates and simplifying data collection workflows.

Outcomes & Impact

- **Skill Development:** Equipped 350+ supervisors with RPA and process improvement expertise, fostering a culture of continuous improvement.
- **Pipeline Creation:** Identified **45+ actionable automation opportunities** across departments (e.g., claims processing, customer service).
- **Operational Efficiency:** Reduced manual effort by **~30%** in pilot areas through automated workflows developed from trainee submissions.
- **Sustainability:** Established a structured process for ongoing identification and validation of improvement projects.

Tools & Methodologies

- **Process Mapping:** Flowcharting techniques (Visio, Lucid chart principles adapted to WPS).
- **Data Analysis:** WPS Excel for time & motion tracking, pivot tables, and dashboards.
- **Collaboration:** Stakeholder alignment through workshops and feedback sessions.

2. Six Sigma Green Belt Training Program

Organization: GeBBs Healthcare Services, Navi Mumbai

Project Overview: Designed and delivered an intensive **Six Sigma Green Belt training program** for **60 mid-level managers** (4 batches of 15 participants each). The program focused on equipping managers with advanced skills in **DMAIC methodology** and **statistical tools** to identify key pain points, eliminate non-value-added (NVA) activities, and drive measurable process improvements across the organization.

Key Responsibilities & Approach

- **Program Design & Delivery:**
 - Delivered week-long training sessions for each batch, covering:
 - **DMAIC Framework:** Define, Measure, Analyse, Improve, Control.
 - **Statistical Tools:** Hypothesis testing, regression analysis, Pareto charts, control charts, and process capability analysis.
 - **Value Stream Mapping (VSM):** Identifying and eliminating NVA activities to streamline workflows.
 - Tailored content to address real-world challenges faced by mid-level managers in healthcare operations.
- **Hands-On Application:**
 - Guided participants through **live case studies** and **simulated projects** to apply DMAIC and VSM methodologies.
 - Emphasized the use of **Minitab** and **Excel** for data analysis and visualization.
- **Project Mentorship:**
 - Supported managers in identifying and scoping improvement projects within their respective departments.
 - Provided ongoing mentorship to ensure proper application of Six Sigma tools and techniques.

Outcome Validation: Reviewed and validated project outcomes to ensure alignment with organizational goals and measurable impact.

Outcomes & Impact

- **Skill Development:** Trained 60 mid-level managers in Six Sigma methodologies, enhancing their ability to lead process improvement initiatives.
- **Process Improvements:** Identified and eliminated **NVA activities** in key workflows, resulting in **~15% reduction in cycle times** for critical processes.
- **Cost Savings:** Achieved **~\$400,000 in annual savings** through process optimization and waste reduction.
- **Cultural Shift:** Fostered a data-driven, continuous improvement mindset among mid-level leadership.

Tools & Methodologies

- **Six Sigma DMAIC:** Structured problem-solving framework.
- **Statistical Tools:** Minitab, Excel, Pareto analysis, hypothesis testing.
- **Value Stream Mapping:** Visualizing and optimizing end-to-end processes.

3. Employee Attrition Analysis & Predictive Modelling

Organization: GeBBs Healthcare Services, Navi Mumbai

Project Overview: Conducted a comprehensive **employee attrition analysis** to address the organization's high attrition rate of **8-9% per month**. Leveraged **machine learning (ML) models**, statistical analysis, and data-driven insights to identify key drivers of attrition and provide actionable recommendations. The findings were instrumental in shaping HR policies, including **hiring strategies**, **work-from-home (WFH) policies**, and **employee engagement programs**.

Key Responsibilities & Approach

- **Data Collection & Preparation:**
 - Gathered data from multiple sources, including:
 - Employee training performance, attendance, and assessment scores.
 - Employee satisfaction surveys (daily Likert-scale feedback).
 - Hiring agency performance, candidate backgrounds, and qualifications.
 - Process changes logs and WFH/WFO patterns.
 - Cleaned and pre-processed data for analysis and modelling.
- **Analysis & Insights:** Identified **five key drivers of attrition**:
 - **Early-Stage Attrition (Training to Live Environment):**
 - Most attrition occurred during the transition from training to live operations.
 - Used **supervised learning (classification)** to predict early attrition based on training performance, survey responses, and manager feedback.
 - **Employee Relations (ER) Staff Ratio:**
 - Discovered a **linear correlation** between ER staff-to-employee ratio and attrition rates.
 - Built a **regression model** to optimize ER staffing dynamically.
 - **Hiring Agency & Background Patterns:**
 - Identified that certain hiring agencies and candidate backgrounds (e.g., specific colleges/degrees) were linked to higher attrition.
 - Used **logistic regression** to predict attrition odds based on hiring source.
 - **Process Changes & Office Visits:**
 - Found that employees in processes with frequent changes and office visits had higher attrition.
 - Applied **anomaly detection** and **random forest models** to flag high-risk.
 - **Survey Participation vs. Attrition:**
 - Noted that employees who **did not participate** in daily satisfaction surveys had **0.92% higher attrition** than participants.
 - Used **predictive modelling** and **sentiment analysis** to address non-participation trends.
- **Machine Learning & Predictive Modelling:**
 - Developed and deployed ML models to:
 - Predict early-stage attrition.
 - Optimize ER staff-to-employee ratios.
 - Rank hiring agencies based on candidate performance.
 - Identify high-risk processes and employees.
 - Used tools like **Python**, **scikit-learn**, and **NLP libraries** for sentiment analysis.

- **Actionable Recommendations:**

- **Early-Stage Attrition:**
 - Introduced **mentorship programs** and **staggered transitions** for high-risk employees.
- **ER Staff Ratio:**
 - Adjusted ER staffing levels dynamically based on real-time attrition risk scores.
- **Hiring Strategies:**
 - Created a **feedback loop** for hiring agencies and implemented **pre-screening mechanisms** for high-risk candidates.
- **Process Changes:**
 - Flagged processes with frequent disruptions and proposed **transition support** and **compensation adjustments**.
- **Survey Participation:**
 - Introduced **behavioural nudges** (gamification, bonus points) to increase survey participation.

Outcomes & Impact

- **Reduced Attrition:** Achieved a **~20% reduction in monthly attrition rates** within three months of implementing recommendations.
- **Cost Savings:** Saved **~\$120,000 annually** by optimizing hiring strategies and reducing turnover.
- **Improved Employee Engagement:** Increased survey participation by **15%** through gamification and manager reinforcement.
- **Data-Driven HR Policies:** Enabled evidence-based decisions on **WFH policies, ER staffing, and hiring practices**.

Tools & Methodologies

- **Data Analysis:** Python, Pandas, NumPy, Excel.
 - **Machine Learning:** Scikit-learn, logistic regression, random forest, anomaly detection.
 - **Sentiment Analysis:** NLP library (NLTK).
 - **Visualization:** Power BI, Matplotlib.
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4. Implementation of WNS Governance Model

Organization: WNS Global Services, Philippines

Project Overview: Led the implementation of the **WNS Governance Model** at the **Iloilo site**, ensuring alignment with organizational objectives, risk management, and compliance standards. The initiative involved integrating **cross-functional reporting systems** and educating teams on the importance of governance, while minimizing additional reporting burdens.

Key Responsibilities & Approach

- **Assessment & Planning:**
 - Identified gaps in existing reporting practices across the **Philippines Travel BU Iloilo City**.
 - Conducted a detailed review of current reporting tools, including **Excel, Power BI, whiteboards, and team activity records**.

- **Stakeholder Education & Buy-In:**
 - Conducted **sessions** with functional heads, team leads, and their respective teams to:
 - Explain the **importance of governance** and its alignment with org objectives.
 - Demonstrate how existing reporting structures could be adapted to meet governance requirements without overburdening teams.
- **Integration of Reporting Systems:**
 - Aligned local reporting tools (Excel, Power BI) with the **central governance framework**.
 - Standardized reporting formats to ensure consistency and ease of consolidation.
 - Incorporated **visual reporting** (e.g., dashboards, whiteboards) and **qualitative data** (e.g., team activities, best practices, R&R programs) into the governance model.
- **Risk & Compliance Monitoring:**
 - Established mechanisms to highlight **process alignment, risk identification, and compliance adherence** in reports.
 - Escalated risks and compliance issues promptly to top management.
- **Continuous Improvement:**
 - Monitored the effectiveness of the governance model and made iterative improvements based on feedback from teams and leadership.

Outcomes & Impact

- **Governance Alignment:** Successfully integrated the Iloilo site's reporting systems with the **WNS Governance Model**, ensuring compliance with organizational objectives.
- **Risk Management:** Improved visibility into risks and compliance issues, enabling proactive mitigation.
- **Stakeholder Engagement:** Achieved **100% participation** from functional teams in governance reporting.
- **Efficiency Gains:** Minimized additional reporting burdens by leveraging existing tools and processes.
- **Leadership Visibility:** Provided top management with clear, actionable insights into process alignment and risk management.

Tools & Methodologies

- **Reporting Tools:** Excel, Power BI, whiteboards.
- **Governance Frameworks:** WNS Governance Model, risk management frameworks.
- **Stakeholder Management:** Training sessions, workshops, and one-on-one coaching.

5. Customer Satisfaction Improvement for Travel Client

Organization: WNS Global Services, Philippines

Project Overview: Led a project to increase **customer satisfaction** for a travel client from **55% to 70%** by leveraging **statistical analysis, visual tools**, and **proactive customer notifications**. The initiative focused on understanding customer behaviour, identifying pain points, and implementing targeted improvements to enhance service delivery.

Key Responsibilities & Approach

- **Data Collection & Analysis:**
 - Manually tracked **distance travelled** (using Google Maps) and **service selections** (hotel only, hotel + car, car only) for each customer.
 - Analysed **dissatisfaction trends** based on distance, service type, demographics, and travel purpose.

- **Statistical & Visual Insights:**
 - Used **contour plots** to visualize satisfaction levels across different distance and service combinations.
 - Built a **correlation matrix** to identify relationships between distance, service type, and dissatisfaction scores.
 - Conducted **geospatial analysis** (heatmaps) to identify location-specific trends.
- **Key Findings:**
 - **Distance vs. Car Rental Behaviour:**
 - Customers traveling **<100 miles** or **>500 miles** rarely booked rental cars.
 - High dissatisfaction when booking **hotel + car rental** within these distance ranges.
 - **Customer Demographics:**
 - **Business travellers** had lower dissatisfaction than **leisure travellers**.
 - **Families** were dissatisfied due to car size, child seats, and hidden fees.
 - **First-time customers** showed higher dissatisfaction than repeat customers.
 - **Pricing & Hidden Costs:**
 - Dissatisfaction correlated with unexpected charges (e.g., insurance, fuel policies).
 - **Travel Time & Alternatives:**
 - Dissatisfaction was higher during **peak travel times** and in areas with **high Uber/Lyft availability**.
- **Proactive Customer Notification System:**
 - Designed **personalized notifications** based on customer behaviour and preferences:
 - For **short-distance travellers (<100 miles)**:
 1. "Most customers traveling short distances prefer alternatives to car rental. Would you like to see shuttle/taxi options instead?"
 - For **long-distance travellers (>500 miles)**:
 1. "For long-distance travellers, we offer flexible pickup and drop-off rental options. Would you like a one-way rental?"
- **Implementation & Monitoring:**
 - Collaborated with IT and operations teams to integrate the notification system into the booking platform.
 - Monitored satisfaction scores and adjusted strategies based on real-time feedback.

Outcomes & Impact

- **Increased Satisfaction:** Improved customer satisfaction from **55% to 70%** within six months.
- **Reduced Dissatisfaction:** Lowered dissatisfaction rates for **hotel + car rental bookings** by **25%**.
- **Enhanced Personalization:** Delivered **contextual notifications** that improved customer experience and reduced unnecessary bookings.
- **Cost Savings:** Reduced operational costs by minimizing unnecessary car rentals and optimizing service offerings.

Tools & Methodologies

- **Data Analysis:** Excel, Minitab, Google Maps API.
- **Visualization:** Contour plots, heatmaps, correlation matrices.
- **Customer Insights:** Demographic analysis, sentiment analysis.
- **Proactive Notifications:** Automated messaging systems integrated into the booking platform.

6. NPS Improvement for British Sky Broadcasting

Organization: Firstsource Solutions Ltd., Bangalore

Project Overview: Led a **Six Sigma Black Belt initiative** to improve **Net Promoter Score (NPS)** for **BSky B**, a major UK-based telecommunications client. The project focused on addressing key drivers of dissatisfaction in **billing** and **technical support calls**, resulting in an increase in NPS from **10% to 35%**. The initiative involved **process optimization, IVR redesign, CRM enhancements**, and **agent behaviour modelling** across UK and India call centres.

Key Responsibilities & Approach

- **Problem Identification & Hypothesis Testing:**
 - Identified that **billing calls** had significantly lower NPS in India compared to the UK, while **technical calls** had similar NPS across geographies.
 - Hypothesized that **cultural and geographical familiarity** played a key role in billing call satisfaction, while **technical expertise** was the primary driver for technical calls.
- **IVR Redesign & Call Routing Optimization:**
 - Proposed and implemented an **IVR distinction** using **NLP** to:
 - Route **billing calls** primarily to UK sites (especially complex billing issues).
 - Route **technical calls** primarily to India sites (with overflow to UK).
 - Ensured that **experienced agents** handled technical calls during **peak dissatisfaction hours** (post-5 PM GMT).
- **CRM Enhancements for Technical Calls:**
 - Identified that **30% of engineer appointment cases** lacked alternate contact numbers, leading to missed appointments.
 - Implemented a **poka-yoke (error-proofing)** solution in the CRM tool:
 - Added a mandatory **11-digit UK phone number field** for engineer bookings.
 - Integrated validation to ensure the number was active and UK-based before case submission.
- **Billing Call Improvements:**
 - Noted that **new customers** (first 3 months) and those making **subscription changes** were highly dissatisfied due to billing complexity.
 - Introduced a **visual billing format** (horizontal bar graph) to clearly show:
 - **Y-axis:** TV, Broadband, Phone line charges.
 - **X-axis:** Calendar timeline for charges.
 - Created a **dedicated team of tenured agents** to handle new customer and subscription change calls.
- **Agent Behaviour Modelling & Speech-to-Text Analysis:**
 - Analysed **speech-to-text data** to identify patterns among top-performing agents.
 - Found that top performers consistently asked satisfied customers:
 - "Based on the resolution provided, would you recommend our product to your family and friends?"
 - Implemented this **NPS-prompting question** across all agents for resolved calls.
 - Monitored **100% of calls** using speech-to-text to ensure compliance.

Outcomes & Impact

- **NPS Improvement:** Increased NPS from **10% to 35%**, significantly enhancing customer loyalty and satisfaction.
- **Billing Call Satisfaction:** Reduced dissatisfaction in billing calls by **20%** through IVR optimization and visual billing formats.
- **Technical Call Efficiency:** Achieved **100% compliance** in capturing alternate contact numbers, reducing missed engineer appointments.
- **Agent Performance:** Improved agent effectiveness by modelling top-performing behaviours and ensuring consistent NPS-prompting practices.
- **Operational Excellence:** Streamlined call routing and CRM processes, reducing inefficiencies and improving customer experience.

Tools & Methodologies

- **Six Sigma:** DMAIC framework, hypothesis testing, process optimization.
 - **Technology:** NLP for IVR, CRM enhancements, speech-to-text analysis.
 - **Data Visualization:** Horizontal bar graphs for billing clarity.
 - **Behavioural Modelling:** Speech-to-text analysis to identify and replicate top-performing agent behaviours.
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7. Virtual Sales Coach for B Sky B

Organization: Firstsource Solutions Ltd., Bangalore

Project Overview: Designed and implemented a **Virtual Sales Coach** system to enhance **upselling performance** for **B Sky B** agents. The system provided **personalized sales pitches, competitor comparisons, rebuttal suggestions**, and **next-best product recommendations** based on customer profiles. The tool leveraged **real-time data integration, AI-driven insights**, and **agent feedback** to improve sales conversion rates and customer engagement.

Key Responsibilities & Approach

- **System Design & Development:**
 - **Customer Metadata Integration:**
 - Captured **demographics** (age, location, household type, income bracket).
 - Integrated **customer history** (subscriptions, upgrades, complaints, call history).
 - Analysed **engagement scores** (TV, broadband usage, streaming habits).
 - Predicted **churn likelihood** to prioritize retention efforts.
 - **Real-Time Recommendations:**
 - Generated dynamic sales pitches tailored to customer profiles.
 - Provided competitor comparisons (e.g., BT, Virgin Media) to highlight Sky's advantages.
 - Suggested rebuttals for common objections (e.g., "too expensive").
 - Recommended next-best products based on customer needs and historical data.
- **User Interface (Agent Dashboard):**
 - **Customer Profile View:** Snapshot of customer history, sentiment score, and engagement level.
 - **Real-Time Suggestions Panel:** Personalized sales scripts, competitor comparisons, and product recommendations.
 - **Rebuttal Generator:** Suggested responses to customer objections.

- **Performance Tracking:** Monitored agent success rates and gathered feedback for continuous improvement.
- **Compliance & Scalability:**
 - Ensured **GDPR compliance** and data privacy.
 - Implemented **cloud-based infrastructure** for scalability and low-latency performance.
- **Pilot & Deployment:**
 - Conducted a **pilot phase** to gather agent feedback and fine-tune the system.
 - Rolled out the tool across all BSKY B call centres.

Outcomes & Impact

- **Improved Upselling Performance:** Agents reported increased confidence and effectiveness in upselling, leading to higher conversion rates.
- **Enhanced Customer Engagement:** Customers responded positively to personalized recommendations, improving overall satisfaction.
- **Streamlined Agent Workflow:** Real-time suggestions reduced the cognitive load on agents, allowing them to focus on customer interactions.
- **Scalable Solution:** The system was successfully deployed across multiple call centres, demonstrating its adaptability and effectiveness.

Tools & Methodologies

- **Data Integration:** Salesforce, internal SKY DB, APIs for competitor data.
- **User Interface:** Interactive dashboards, real-time suggestions, gamification features.
- Utilized **ETL** pipelines to ensure seamless data flow and synchronization across systems.

8. Intelligence Action Board for BSKY B

Organization: Firstsource Solutions Ltd., Bangalore

Project Overview: Designed and implemented an **Intelligence Action Board** to provide **real-time performance dashboards**, **comparative rankings**, and **personalized coaching suggestions** for BSKY B agents. The system aimed to improve **individual and team performance** through **data-driven insights**, **gamification**, and **targeted training**.

Key Responsibilities & Approach

- **Performance Metrics & Dashboards:**
 - Tracked **KPIs** such as:
 - **Customer Interaction Quality:** CSAT, NPS, AHT, FCR.
 - **Agent Productivity:** Calls handled, compliance score, engagement score.
 - **Sales Metrics:** Upsell conversion rate, revenue from upsells, AOV.
 - Provided **comparative rankings** of agents within teams and across teams.
- **Coaching & Feedback Mechanism:**
 - **AI-Driven Coaching Tips:**
 - Suggested strategies for upselling, efficiency, and customer engagement.
 - **Performance Heatmaps:** Highlighted strengths and weaknesses visually.
 - **Personalized Learning Modules:** Offered training videos, articles, and coaching sessions.
- **Gamification & Recognition:**
 - Introduced **leaderboards**, **badges**, and **rewards** to motivate agents.
 - Created **customizable challenges** to boost engagement and performance.

- **User Interface (Dashboard):**
 - **Agent View:** Personal performance summary, peer comparison, coaching tips.
 - **Team Leader View:** Team benchmarks, agent leaderboards, actionable insights.
 - **Gamification Features:** Badges, milestones, and rewards for top performers.
- **Data Integration & Insights:**
 - Pulled data from **CRM**, **call analytics**, and **sales systems**.
 - Used **real-time APIs** to integrate call logs and feedback tools.
 - Provided **performance predictions** and **coaching recommendations** based on successful agent behaviours.

Outcomes & Impact

- **Enhanced Agent Performance:** Agents reported improved confidence and efficiency, leading to better customer interactions.
- **Increased Motivation:** Gamification features, such as leaderboards and rewards, boosted agent engagement and morale.
- **Targeted Coaching:** Personalized feedback and training modules helped agents address specific performance gaps.
- **Improved Team Dynamics:** Team leaders gained actionable insights to support underperforming agents and celebrate top performers.

Tools & Methodologies

- **Data Integration:** Internal Sky DB, real-time APIs.
- **Visualization:** Interactive dashboards, heatmaps, leaderboards.
- Implemented **data anonymization techniques** to ensure GDPR compliance and protect sensitive customer and agent information.

9. RPA Implementation for Corporate Finance

Organization: Firstsource Solutions Ltd., Bangalore

Project Overview: Led the implementation of **Robotic Process Automation (RPA)** solutions to automate **financial reconciliation**. The initiative leveraged **Automation Anywhere** and **Optical Character Recognition (OCR)** tools to reduce manual effort and improve accuracy.

Key Responsibilities & Approach

- **Process Assessment & Automation Design:**
 - Identified repetitive, rule-based tasks in **financial reconciliation** (accounts payable).
 - Designed **automated workflows** using **Automation Anywhere** to streamline these processes.
- **Tool Integration & Deployment:**
 - Integrated **OCR technology** to extract and process data from scanned invoices.
 - Developed **RPA bots** to handle tasks such as:
 - **Invoice Processing:** Matching invoices with purchase orders and payment records.
- **Compliance & Error Reduction:**
 - Implemented **automated checks and balances** to ensure compliance with regulatory requirements.
 - Reduced **manual errors** by **85%** through automation and validation mechanisms.

Outcomes & Impact

- **Efficiency Gains:** Reduced **invoice reconciliation time** from **5 days to 12 hours**, enabling faster financial closures.
- **Cost Savings:** Achieved **20% FTE savings** across corporate finance by automating repetitive tasks.
- **Improved Accuracy:** Significantly reduced errors in invoice processing enhancing data reliability.
- **Regulatory Compliance:** Automated checks ensured adherence to compliance standards, reducing audit risks.

Tools & Methodologies

- **RPA Tools:** Automation Anywhere.
 - **OCR Technology:** Optical Character Recognition for data extraction.
 - **Process Optimization:** Workflow design, error-proofing, and validation mechanisms.
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10. Financial Audit for Everything Everywhere (EE)

Organization: Infosys BPO, Bangalore

Project Overview: Led a comprehensive **financial audit** for **Everything Everywhere (EE)**, a major telecommunications client, to validate commission agreements and ensure financial accuracy. The project involved **automating the validation process** using **VBA Macros** and **SQL scripts**, identifying discrepancies, and recovering **£10 million in overpaid commissions**. The initiative also led to **process improvements** in commission structuring to prevent future financial leakage.

Key Responsibilities & Approach

- **Audit Planning & Scope Definition:**
 - Defined the scope of the audit to cover **30 months of commission payments** across EE's channels and partners.
 - Identified key data sources, including **Excel workbooks** (commission agreements) and the **ERM database** (actual changes).
- **Automation of Validation Process:**
 - Developed **VBA Macros** to extract and standardize data from Excel workbooks.
 - Created **SQL scripts** to query the ERM database and retrieve relevant commission records.
 - Automated the cross-verification of **frontend changes** (Excel workbooks) against **backend records** (ERM database).
- **Discrepancy Identification & Recovery:**
 - Identified discrepancies between commission agreements and actual payments, uncovering **£10 million in overpaid commissions**.
 - Collaborated with EE's finance team to validate findings and initiate recovery processes.
- **Process Improvement Recommendations:**
 - Analysed root causes of discrepancies, such as manual errors and lack of validation mechanisms.
 - Recommended **process improvements** to enhance commission structuring and reduce financial leakage.
- **Project Management & Reporting:**
 - Used **MS Project** to plan and track audit activities, ensuring timely delivery.
 - Prepared detailed reports for EE's leadership, highlighting findings, recovery efforts, and improvement opportunities.

Outcomes & Impact

- **Financial Recovery:** Identified and recovered **£10 million in overpaid commissions**, ensuring financial accuracy.
- **Process Improvements:** Implemented changes to commission structuring, reducing the risk of future discrepancies.
- **Efficiency Gains:** Automated the validation process, saving significant time and effort for future audits.
- **Client Satisfaction:** Delivered actionable insights that strengthened EE's financial controls and partner relationships.

Tools & Methodologies

- **Automation Tools:** VBA Macros, SQL scripts.
 - **Project Management:** MS Project for planning and tracking.
 - **Data Analysis:** Cross-verification of Excel workbooks and ERM database records.
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11. British Telecom (BT) Challenge Cup – Best of India Awards

Organization: Infosys BPO, Bangalore

Project Overview: As a **project mentor**, led teams to achieve **2nd place** in British Telecom's '**Best of India**' competition in both **2011 and 2012**, outperforming **150+ project teams** each year. The competition, part of BT's annual **Challenge Cup**, recognized excellence in improvement projects across BT's businesses. Additionally, received the **Golden Ribbon Award** for **five consecutive years of participation** (2009–2013) in the Challenge Cup.

Key Contributions & Achievements

- **2011 Project: Improving First Call Resolution (FCR) in Technical Troubleshooting Calls**
 - **Objective:** Enhance FCR rates for technical troubleshooting calls to reduce repeat calls and improve customer satisfaction.
 - **Approach:**
 - Analysed call data to identify root causes of unresolved technical issues.
 - Implemented targeted training programs for agents to improve troubleshooting skills.
 - Introduced a **knowledge repository** for quick access to solutions.
 - **Outcome:**
 - Improved FCR from **70% to 77%**, significantly reducing repeat calls and enhancing customer experience.
 - Secured **2nd place** in the **Best of India** competition.
- **2012 Project: Proactive SMS Notifications for Plan Changes, Bill Generation, and Payments**
 - **Objective:** Improve customer communication by sending **text message notifications** for key account activities.
 - **Approach:**
 - Designed and implemented an **SMS notification system** to alert customers about plan changes, bill generation, and payment confirmations.
 - Integrated the system with BT's billing and CRM platforms for real-time updates.
 - **Outcome:**
 - Enhanced customer transparency and satisfaction by providing timely updates.
 - Secured **2nd place** in the **Best of India** competition for the second consecutive year.

- **Golden Ribbon Award (2009–2013):**
 - Recognized for **five consecutive years of participation** in the BT Challenge Cup, demonstrating consistent excellence and commitment to driving improvement projects.

Outcomes & Impact

- **Improved Customer Experience:** Enhanced FCR rates and proactive communication led to higher customer satisfaction.
- **Operational Efficiency:** Reduced repeat calls and streamlined customer communication processes.
- **Recognition:** Achieved **2nd place** in the **Best of India** competition twice, outperforming **150+ project teams** each year.
- **Leadership & Mentorship:** Guided teams to deliver impactful results, showcasing strong project management and mentorship skills.

Tools & Methodologies

- **Data Analysis:** Call data analysis to identify improvement opportunities.
- **Process Improvement:** Training programs, knowledge repositories, and SMS notification systems.
- **Project Management:** Mentored teams to plan, execute, and deliver projects within tight deadlines.

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