

**Manoj Varma**

**Operations Manager**

**Contact**

**Phone:**

+91 9949321219

8867721219

**Email:**

manojvarma281182@@gmail.com

[**LinkedIn:**](https://www.linkedin.com/in/manoj-lal-varma/)

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**Skill Highlights**

* Performance Management/ Appraisals
* HR Tools implementation
* Employee engagement
* Grievances handling
* Succession Planning
* Lean & Six Sigma Certified
* Employee Retention & Attrition Management.
* Competency Mapping
* Compensation Benchmarking
* MIS reports and Analysis
* Stakeholder Management
* Employee Lifecycle management
* Strategic Initiatives, Team Handling
* Leadership and Communication

**Summary**

Operations Leader with 17 + years of cross functional expertise in Operations, New Deal Transistions, Process Improvements &Training .

Proven track recored of managing large and complex client engagements across various industries like Hitech,FMCG,Banking and Large Global Conglomerates across B2B Collections, Customer service & Sales domains.

Passionate about Constant Learning,Mentoring and Coaching.

Have rich expertise in establishing & strengthening Ops Processes and contributing towards Ops Strategy, cultural transformation, leveraging technology and cost initiatives with focus on overall Organizational Development, Change Management, Business Excellence and Transformation Provided effective Ops leadership to the business for implementation of Ops strategies in-line with business requirements, managed full range of Ops services to support the overall business strategy of the company.

**Experience**



1. **Genpact India Pvt. Ltd: May 2019 -** Till Date

**Current Role: Operations Manager**

**Key Deliverables:**



Transitioned AR B2B Collections process from UK to India.



Involved as a Frontline Manager in setting up CMD &CM, Collections and Cash Apps process & Quality Team.



Ensuring all Credit Collections SLAs, KRA’s (DSO, Past Due reduction %, 61+, 120+%, 180 + and Current %) are met/exceeded without fail, ensuring proper billing done on the account.



Drove the SLA’s, KPI’s and KRA’s. Coordinating with third party banks and regulatory bodies to ensure resolution of customer escalations and operational insight for improvement of the ecosystem.



Successfully completed the Green Belt Project with 24 FTE savings with annual savings of $396k.



Monitoring overall functioning of processes ensuring compliant to the agreed SLAs.



Strong Client relationship (Onshore & Offshore). Assessing Client feedback, evaluating the improvement areas & providing critical inputs.



Liaising with various departments within the organization to gain support/resolve issues.



Handling offshore process transition & identifying need-based training.

Stabilizing different phases of process migrations.



Mentored, trained, and managed various teams. Size of 12-223 FTE’s.

1. **EXL Services Pvt. Ltd.** Feb 2016 – May 2019

**Role: Lead Assistant Manager – US AR Portfolio**

**Key Deliverables:**

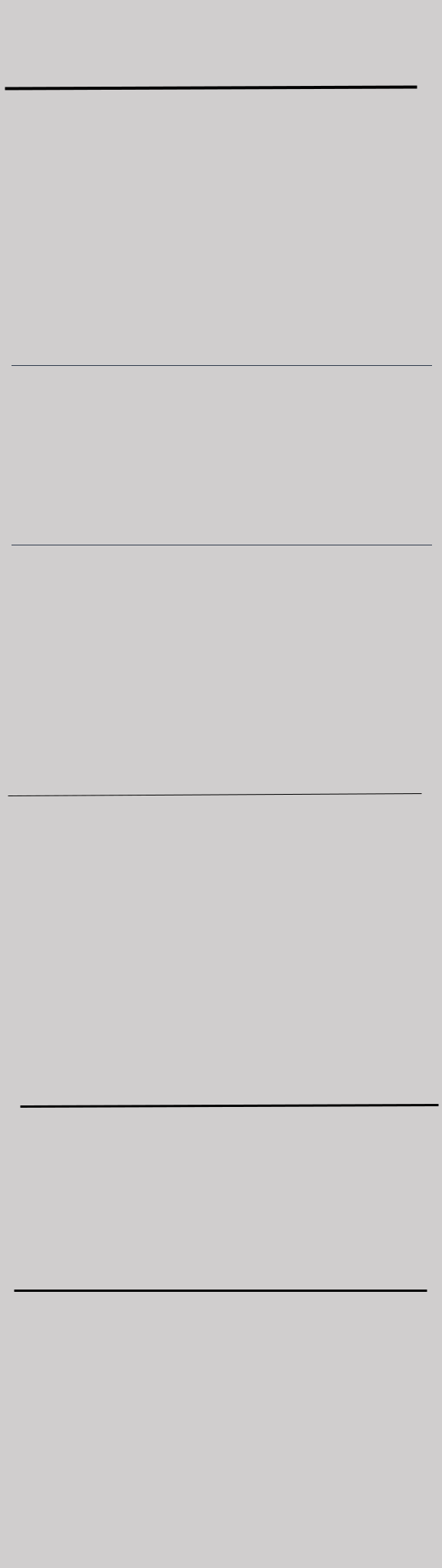
Ensuring all Credit Collections SLAs, KRA’s (DSO, Past Due reduction %, 61+, 120+%, 180 + and Current %) Cash Application targets are met/exceeded without fail, ensuring proper billing done on the accounts.



Implemented Win Automation resulting in simplification of current process and soft savings of 434 hours annually.



Created a PMS tool which gives us a stack rank and rating across all grades and levels.



**Industrial Exposure**

* BPO
* IT & Software
* Content Moderation
* F&A
* Retail.

**Education**

Bachelor Of Science (Completed in 2005)

**Certifications**

Data Bridge Green Belt Certified Professional IOFM certified Accounts Receivable Supervisor

**Personal Details**

* Nationality – Indian
* Gender – Male
* Marital Status – Married
* Location – Hyderabad

**Languages**

* English
* Telugu
* Hindi

Organized a Client Experience Road Show with the Onshore Business partners garnering appreciated and recognized by the Senior Management and client.



Collaborating closely with the team, finding manual interventions & errors, and ensuring automated controls are developed.

1. **United Health Group**. Sep 2015 – Jan 2016 Role: Assistant Manager Operations (On Contractual Role)



Worked (on Magna payrolls) supporting BOM Implementation process in United Health Group managing a team on 48 associates along with 1 Management Trainee and 2 SMEs.

1. **Atum IT Pvt Ltd. Feb 2015 -** Aug 2015 Role: Team Leader



Worked as a Team Leader for US T-Mobile L1 Tech Support process using Remedy Ticketing tool managing B2B AR. Ensuring all tickets are assigned and closed as per ticket SLA’s.

**5. E - Novation’s Pvt Ltd**. Feb 2014 - Aug 2014: Customer Service Manager



Worked as a Manager handling team responsible working in Accounts Receivable, Customer Service and Technical support queries for 4000 Small and Medium business UK EPOS customers.

**6. Dell International Services Pvt Ltd (Hyderabad)** May 2005 to Feb 2014

**Role: – GFS Collections.** May 2007 – Feb 2014



Worked as a Senior Collection associate handling B2B AR portfolio for SMB & Large corporate customers.



**Promoted as a Team Lead in 2009**: Managed team of Large Enterprise/Corporate Accounts a total portfolio of 80+ M, consisting of 3500 accounts most of them consisting of Fortune 500 companies.



Managed a team of US Credit Verification Team responsible for validating and issuing credit memos and raising debit memos for the customers.



Managed a team of Global Commercial Channel/Small Balance accounts a total portfolio of $ 60 M, consisting of 2000 reseller accounts and (Small balance Accounts) a portfolio of 4000 small balance accounts from transactional segments like SMB, GCC, Hi-Ed and K-12.



Achieved ‘Best Team Annual Award for 2017.Extra Miler Award for Q4 2016, 2017 & 2018.

**Role: EMEA Sales** May 2005 - Feb 2007**.**



Worked as Senior Sales Representative selling & attending queries related to Computers, Electronics Accessories and Software Peripherals all over United Kingdom for Home as well as Business Corporate

**Key Deliverables**:



Handling calls from the customers and helping them by placing orders & resolving the Escalations of the customers by discussing with cross functional Managers & achieving consistent performance in all the parameters of the business and targets set by the business & driving CE metric for the team.

**Highlights:**



Achieved Smart Step Award for taking the lead in the process and by going beyond the call of duty and achieving the targets for the team for Oct Q3'Fy11 (Oct 2010, 2011).



Achieved Superstar Award in recognition of outstanding functional excellence in US DRT M1Q4 Fy'12. (Nov 2011) in formulating a new Collections strategy titled "Caller Resolver Model". This New model got certified for a BPI Green Belt project.



Been in Best of Breed (Club of Excellence) in the sales team for more than 4 Quarters for achieving positive Customer experience surveys from customers.