

# Nirmal Joshi

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## Summary

Experienced Manager with extensive knowledge in Operation Management, Vendor Management, Process Improvement, Risk Management and Business Functional Analysis. Proven track record in process automation and delivering cost effective solutions to meet challenging business needs.

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## Skills Set

- Managing intricate business process and adhering to Regulator Compliance.
- Managing customer centric projects & ensuring customer satisfaction by achieving service delivery and quality norms.
- Proficient in implementing Quality Management System (QMS) in the project to achieve process improvement.
- Experienced in Requirement gathering, documenting Business Requirement Specifications (BRS), preparing test scenarios & conducting User Acceptance Tests (UAT).
- Good at Stakeholder Management, Vendor Management, Change Management, Risk Management and MIS reporting.

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## Work Experience (15 years of extensive experience)

### 1) Senior Manager at NSDL e-Governance Infrastructure Limited (October 2010 – till date)

**Project Description:** Under National Pension System (NPS), NSDL e-Gov. acts as a Central Recordkeeping Agency (CRA). The key responsibility of CRA includes Application development and Maintenance, issuance of Permanent Retirement Account Number (PRAN) to each subscriber, managing settlement of funds invested, Administration and Customer Service functions for all subscribers under NPS.

#### Job Responsibilities:

- Measuring, monitoring and reporting of customer satisfaction and ensuring that all Customer and Vendor processes are compiled within defined **Turn Around Time (TAT)**.
- **Reviewing vendor's performance** to ensure delivery in line with contractual obligations and performance metrics.
- Taking Lead on-boarding of new **Business Partners/Vendors** and ensuring correct transition with adherence to standard management processes.
- Facilitating Trainings to stakeholders such as Business Partners, PFRDA - Regulator of NPS and Government Offices as and when new features are released.
- Apprising Top Management/Legal & Compliance Head on project performance by giving **presentations** and **status reports**, MIS reporting and maintaining the **compliance to regulatory requirements**.
- Assisting Corporate Finance Team on quarterly and annual **budget forecasting of the department**.
- Implementing **process improvement measures** to maximize customer satisfaction and service delivery.
- Identifying **improvement areas** internally as well as performing closely with all internal stakeholders to prepare solutions.
- **Re-engineering process** and back office which can lead to **cost saving and improvement in productivity**.
- Identifying root cause of the issue/problem by conducting meeting with team members, using quality methodologies such as creating Fish Bone Diagram, 5 Whys Analysis etc.
- Periodically **updating policies and documenting new procedures / guidelines** to update the compliance plan with operational changes.
- Responsible for hiring, conducting performance reviews, coaching, career development, terminations, monitoring work assignments of subordinates.

- Engaging in discussions with Senior Leadership team on risk management and updating **Risk registers**.
- Building and operationalizing framework for **identifying and managing various risks**.
- Conducting and coordinating internal & external Process audits.
- Facilitating meetings with Development Head to discuss and prioritize development requirements.
- Presenting the change requirements to Change Approval Board (CAB) to seek necessary approvals.
- Preparing **Business Requirement Document** (user interfaces, reports, screens etc.) of new request/change request and reviewing Software Requirement Specification (SRS) prepared by technology partners.
- Ensuring that User Acceptance Testing (UAT) is conducted by team members and conducting review of test scenarios of the requirements.
- **Prominent Achievements by implementing/enhancing processes:**
  - ✓ Implementation of Subscriber Application Module (SAM) for Facilitation Centers across India.
  - ✓ Implementation of Self Help Model (FAQ pop-up) for the subscribers at the time of raising enquiry in Central Grievance Management System (CGMS) thereby reducing total service delivery efforts.
  - ✓ Implementation of CMMI Level 5 (SVC 1.3 model) as Work Group Manager and CMMI Level 3 (SVC 1.3 model) as FAR team member for CRA project.
  - ✓ Implementation of Logistic Control Module to monitor printer and courier performance and track status of PRAN Kits and Transaction Statement sent to NPS and APY subscribers.

## **2) Senior Executive at Air India Air Transport Services Limited (AIATSL) (October 2005 – November 2009)**

**Company Description:** Air India is India's national airlines which was established in October 1932 and promoted by J.R.D. Tata (got nationalized in August 1953). AIATSL is a wholly owned subsidiary of Air India Ltd, formed to undertake ground operational functions at International Airport, Mumbai.

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### **Job Responsibilities:**

- Managing Airport Operations i.e. Reservations, Passenger Check-In, Flight handling, flight rerouting of the aircraft during the disruption of the flight.
- Handling pre-flight and post flights formalities.
- Ensuring highest level of customer service by resolving complaints and issues efficiently.
- Planning Passenger flight as per the passenger occupancy and cargo availability.
- Ensuring consistent value addition to the existing system and making it more user friendly.
- Communicating with IT vendor on seamless transfer of data. This includes migration of Air India operating (passenger check-In /Back Office) module.
- Conducting User Level Testing for reconciliation module of passenger tickets in Back office and ensuring that the product is in line with the requirements
- Apprising top management on flight performance by giving flight status report, M.I.S reports and through presentations periodically.

### **Educational Qualifications**

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- MBA in Finance from Institute of Technology and Management (ITM) with (72%) in the year 2010.
- Graduation in Commerce (B.Com) from Jai Hind College, Mumbai University with (60.43%) in 2004.

### **Professional Certifications**

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- Process Improvement Tools certification from SSA Business Solutions.
- Business Analytics (basic) certification from QAI Global Services.

**Nirmal Joshi**