

MAHESH. I. JAIN

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Seeking mid/senior level assignments in the domain of Project and Operations Management with an organisation of high repute, preferably in IT/ITES industry

PROFILE SUMMARY

- A dynamic professional with nearly 14 years of experience in Project Management, Operations of Order Management, Contract Management, Production orders, Process Enhancement, Performance Management, Team management, Vendor & SLA Management.
- Adeptness in providing guidance and leadership to staff in accordance with specified program objectives.
- A strategic planner with proficiency in processes re-engineering & defining continuous improvement processes.
- Exceptional communication, presentation & mentoring skills with distinguished abilities in leading teams.

CORE COMPETENCIES**Project Management**

- Working as Project Coordinator for Global Accounts; communicating between clients and various business functions.
- Develop project charter, Project management plan, define scope statement and collect business requirements.
- SPOC for all Project management activities in the Service Operations.
- Maintain all work activities as per Project management office procedure and policies.
- Review and monitor process performance data and process performance information's.

Operations Management & Transition Management

- Astute Project & Operations management with more than 14 years of experience in managing complex multinational clients and delivering effectively in a 'global' environment.
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures.
- Demonstrated abilities in strong stakeholder management with good written, oral and presentation skills.
- Proven ability in enhancing process maturity and business efficiency and implementing best practices.
- Possess a high level of personal commitment and 'can do' attitude.
- Extensive interaction with clients on transition of active and new tasks which can be offshored to GCC.

Client Relationship Management

- Managing service operations for rendering and achieving quality services, providing first line customer support.
- Assessing the customer feedback, evaluating areas of improvements, providing critical feedback to the associates.

SLA Management/ Best Practise Implementation

- Setting out quality standards, ensuring a high-quality customer experience, while adhering to the SLA's.
- Driving the projects, process improvement strategy & methodology and ensuring maximum operational efficiency.

Team Management

- Recruiting, leading, training and monitoring performance of the team members
- Implementing performance management process & evaluating effectiveness of training & development programmes

PROFESSIONAL ENHANCEMENTS

- PMP trained from PMI BANGALORE INDIA CHAPTER
- ITIL V3 Foundation Certified

EMPLOYMENT DETAILS

Since May'16 with Novozymes South Asia Pvt. Ltd, Bangalore as Global Operations lead.

Highlights:

- Working for Supply Operations Global Competency Centre (SO GCC). Team focused on executing outsourced production process in SO GCC. In GCC am responsible for offshored projects to Supply Operations team which manages transition for NZDK region.
- Managed End to End transition activities for new and active tasks.
 - Assess and understand the process and develop the migration plan
 - Analyse and develop process maps and communication plan.
 - Develop a transition team/staffing and kick off transition project.
 - Transition execution.
 - Prepare training materials / SOP and train new hires if needed
 - Go-live and monitor the process, dashboards and governance.

- Responsible for end to end process activities for 4 bulk production areas.
 - Procurement / Raw material ordering. PR – PO process
 - Fermentation process. Goods Issue to Cost variance.
 - Recovery process.
 - Granulation process. Goods Issue to Cost variance.
- Team management
 - Manage a team of 8 supply operation associate.
 - Set team goals, Business targets and monitor team performance on monthly/Quarterly basis.
 - Manage team appraisals, salary review process
 - Drive the process confirmation across all 4 areas if any new opportunity identified.
 - Ensure team are involved in problem solving using 3C methodology and provides suitable solutions.
 - Assess each team member before go-live on the process.
- Stake holder management and SO Lean Dashboards
 - Regular calls with stake holders related to process queries and improvements.
 - Gather feedback from stakeholders in terms of team performance.
 - Gather process related improvements and update in SOP.
 - Monthly discussion with Senior management on team dashboards.
 - Discussion on Quality, SLA and any process related issues with Senior management.
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- Project Management Process
 - Identify, Define, Plan, and Monitor process performance gaps throughout the process.
 - Identify the area to improve quality and time on projects by reducing the FTE hrs.
 - Driving ADHOC projects for SO GCC based on management's requirements.
 - Part of Audit committee in auditing the SOP's across GCC.
- Driving Occupational Health and Safety team in SO GCC. One of the key factor for SO lean.

Since Feb'04 with Dimension Data Plc., Bangalore as Operations Leader (Formerly known as Datacraft Asia Ltd.)

Growth Path:

Feb'04 – Oct'06	Process Associate
Oct'06 – Sep'09	SME and Senior Process Associate
Jan'10 – May'16	Operations Leader

Highlights:

As Operations Leader

- Worked for the Regional Contract Centre (RCC) Team focused on “Order Management, Contracts, Data & Revenue Management” for the APAC Managed Services.
- As a part of Project management team (PMO) involved in various project management functions
 - Contract data migration from legacy systems to new applications.
 - Strong understanding of business requirements, data gathering, work break down structure and project process areas (Initiating, Planning, Executing, Monitoring and Control and Closure)
 - Coordination for closure of open action items across work streams.
 - Documenting project charter and identifying the scope of the project.
 - Moderating and facilitating with various clients/ partners /stakeholders involved in the project for approvals
 - Strong understanding of Testing Processes, Review Business Scenario Matrix and Test Case Matrix
 - Astutely worked on RCC V3 to integrate various modules into operations
 - Successfully migrated data in phases by regions wise & enhanced tools like RCC Workflow, RCC V2 & SAP in phases
 - Participated in UAT for SAP, RCC workflow before going live
- Administered Order Management entailing following activities:
 - Ensured processing of all SO's, PO's, DO's & equipment shipments as per agreed SLA's.
 - Assured booking of SLA's, Value, Currency, Equipment Shipment Locations, Client Codes in the SO's as per eDOF & eSOF as well as verified new DO's added for the existing SO's.
 - Administered MACD's (RMA's, Order Changes, Change in Shipment Location, BOM & REN/COV) as per SOP.
 - Identified local order, Cross Border Order & Drop Ship Order and interacted with the CSAs in APAC region based on the equipment locations.
 - Liaised between CSAs, Account Managers, Sales & Finance Team throughout the order to cash process.

- Provided pre-sales, post-sales support and acted as an approver for all material master creation for CISCO part numbers in SAP.
- Reconciled high order values booked in SO Vs Contracts deployed in RCC V2.
- Looked after functions of Operations Management:
 - Monitored Contract Management System in SAP R/3 & CRM based on MM, SD & Web Based Applications.
 - Assured end-to-end process of deploying contracts & compliance with defined and published SOPs.
 - Presented various weekly/monthly MIS reports pertaining to process/productivity.
 - Efficiently managed data integrity and timelines for all contract data & analysed installed base v/s contracts
- Monitored Process Management, Enhancement and Development:
 - Astutely handled overall functioning of processes, identified improvement areas and implemented adequate measures to maximize customer satisfaction level.
 - Executed & migrated systems to upgraded versions for achieving maximum efficiency in various operations.
 - Initiated process improvements by collecting & collating data and implemented it in real time environment.
 - Conducted internal process audits and undertook process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines.
 - Gathered business & user requirements for new process enhancements & managed documentation
 - Raised RFC for all change in the process before migration into live environment & undertook UAT.
- Team Management:
 - Managed a team of 14 Agents as well as recruited, conducted induction and process training for new joiners
 - Mentored reportees on team goals and motivated them to exceed SLA's based on monthly metrics
 - Involved in performance management/appraisals of the reportees & drove rewards and recognitions
- Adeptly administered client communication and issues management:
 - Worked on attending periodic calls with CSA's & handled client queries related to production
 - Maintained SOP for all the process and worked on new enhancements based on client requirements
 - Audited and maintained issue logs on weekly basis and ensured data updation
 - Gathered feedback from the CSA's in terms of systems, applications & process and implemented in the followed operations

As SME and Sr. Process Associate

- Worked on new initiative projects for MS like ePMS, PPMS & PM for all regions
- Designed and worked along with the Development Team for ePMS (e-Productivity Management System)
- Served as a SPOC for all ePMS related queries
- Took initiative in setting up the process for preparing data integrity pack for all 13 countries
- Received:
 - Long Service Award for year 2009
 - Star Award for 2007, 2009 & 2010 as Best Global Service Centre Employee for Team Work & Commitment

As Process Associate

- Maintained contract database for the APAC region & created warranty contracts based on 100% delivery of equipment
- Undertook MACD's functions for all warranty and maintenance contracts
- Ensured completeness, accuracy & timely deployment of contracts in Contract Management System

ACADEMIC DETAILS

- B.Sc. from Seshadripuram College affiliated to Bangalore University in 1999.
- Professional Diploma in Network Centred Computing from NIIT Ltd., in 1999.

IT SKILLS

- Windows NT/XP, HTML, Siebel, SAP HANA (PP, SD & MM)
- MS Office (Word, PowerPoint & Excel), MS Access, Project Management tools (MS Project) and MS Visio.
- Networking and Troubleshooting

PERSONAL DETAILS

Date of Birth: 25th April, 1979
 Address: # 160, 8th Main Road, BEML Layout, Basaveshwaranagar, Bangalore - 560079
 Languages: English, Kannada & Hindi