

BHANU SHANKER MENON

OPERATIONS MANAGEMENT/ SERVICE DELIVERY

Extensive experience in running daily operations, ramping-up projects within time, budget & quality parameters, as per project management & best practice guidelines.

DOMAIN / FUNCTION

IT ENABLED SERVICES

BUSINESS SERVICES

OPERATIONS

CUSTOMER SERVICE

CUSTOMER EXPERIENCE

COLLECTIONS

RECOVERY

MANAGEMENT

ANALYTICS

SKILLS

Operations, CRM

People Management

Performance & Revenue Management

Cost Optimization

P&L Management

RCA & Process Improvement

Hiring & Retention

Compliance check & Audits

Service Delivery

Data Analysis & Strategy

Performance Review & Appraisals

Client Relationship

Employee Engagement

PROFILE SUMMARY

- Performance driven professional with close to 17 years of progressive experience in the service industry in the domain of customer service, collections & recoveries, skip trace, contact generation etc.
- Solid experience in managing entire process operations with an aim to accomplish corporate plans & goals successfully.
- Creative and analytical leader with experience in building and maintaining a motivated environment, building strategies & enhancing performance.
- Skilled in identifying issues & risks in a timely manner to develop/implement appropriate mitigation and contingency plans.
- Worked with multicultural teams across geographies of US, India & the Philippines.
- Pursuing PG Diploma in Data Science from IIIT-Bangalore.

WORK EXPERIENCE

2017- September 2018

iQor Philippines Inc.

Dasmariñas City

Director, Operations

- Led Dasmariñas site (Near Manila) operations in Philippines for a \$14MM Credit Card collections project for a bank based out of Las Vegas. Independently led the overall aspects of a staff of 400 in my project.
- Delivered 40% of the overall revenue from the 2 segments worked from my center.
- Achieved market share of 73% in one segment & retained 49% of the market share in another.
- Delivered margin in excess of 50% for the segments.
- Reduced employee turnover in the project by 18% in 2017.
- Brought down the litigation & presidential complaints by 83% from 2016 to 2017.
- Improved collector stats like secured promises by 10% & urgency payments per contact by 15%.
- Acted as site director for close to 2000 employees in my site & coordinate with admin & HR for all other programs operating out of the site.

Institute of Management & Technology, Ghaziabad
Masters in Business Administration (P.G.D.B.A) 2014
IIM-B
Certificate in Customer Relationship Management
DELHI UNIVERSITY
BSc (Industrial Chemistry) A.R.S.D College 1999
IGNOU - Certificate in Computing 1999
IIS Websity: PG Diploma in Web Technologies 1999
PG Diploma in Data Science from IIIT- Bangalore
(Expected Q3 2019)

- Part of the team that won *iQor, Agency & Partner of the Year 2017* in the Business Summit at *Las Vegas*.
- Set up customer service project of a bank in 2016.
- Trained onshore at *Houston* with a retailer & transitioned their collection process to *Philippines*.
- iQor received the *Agency of the Year 2014* award for outperforming competing partners that collect on the defaulted Student Loans portfolio. Played an important part in leading the offshore support teams for this.
- Trained & Tested on **Green Belt Six Sigma**.
- **Lean Certified** in Genpact in 2006.
- Won the Site Level award in Genpact for one of the lowest attritions in the vertical.
- Won *Challenger Trophy* for best performance in Team Leader/AM Category with NTT Data Services in 2005.
- Won Champions Trophy for performance with NTT Data Services in 2004.

WORK EXPERIENCE (contd)

2014- 2016

iQor Philippines Inc.

Dasmariñas City

Director, Operations

- Managed business operations for multiple clients with two different LOBs (collections for Texas based retailer & customer service operations for a credit card issuer based out of Las Vegas) with a team of 25 team managers, 2 Ops Managers, 12 Quality Analysts, 2 Training & Quality Managers & approximately 450 FTEs.
- Delivered combined revenue of \$7MM for both projects with 100% market share for the outsourced collections project.
- Maintained SLAs for inbound customer service.

2007-2014

iQor India Services

Noida

Senior Manager/AVP (Operations)

- Hired, trained, setup & managed operations for 3rd party (charged off/ recovery) project for overdraft collections of a US Bank in 2009 with \$40MM in receivables which grew up to \$350MM in 2011-2012
- Responsible for strategy, segmentation, campaign management, employee appraisals & performance reviews.

2005-2007

Genpact (erstwhile GE Capital International Services)

Gurgaon

Assistant Manager (Operations)

- Worked as a Lead Portfolio Control Manager for collection operations for a retail store (GeConsumer Finance).
- Responsible for collection targets, account management, segmentation & campaign management, COPC audits, performance appraisals & retention.

2001- 2005

Team Leader (Operations)

Gurgaon

- Started BPO career in 2001 with sales & grew to a Team Leader in 2003 for collections & recovery portfolio with **NTT Data Americas** (erstwhile Keane Worldzen).