A dynamic professional with over 15 years of rich experience in **Business Process Management, Project Management, Re-engineering, & Transitions.**

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| OBJECTIVE |

To create a niche space for myself in Transformation / Operations and Client Relationship Management areas to cater to organization’s clients and help them adapt to most effective and efficient business models.

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| **PROFILE** |

* Excellent goal-oriented professional with strong experience in diverse areas of management
* Effective practitioner with extensive experience in Business Process Management, Six Sigma, People Management and Re-engineering
* Highly articulate communicator with outstanding team-building and interpersonal skills; comfortable to work with individuals at all levels
* In depth expertise in Operations, Project Management, Transitions and client management. Extensive exposure to Contact Centre Operations (Collections/Customer Service) and hands on project expertise in Procurement, Banking & Insurance domains.

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| WORK EXPERIENCE |

***April 2014 till Date***

**Entrepreneur**

**Location # India** (New Delhi)

*Director / Partner @ Cosmic Sai Projects Pvt. Ltd. & Eagle Technoinfra Park Pvt. Ltd.*

Entered the Indian Real Estate space as an entrepreneur and took up fresh projects to build residential/commercial units for end users. Successfully delivered two projects and booked profitability for both the financial years 2014 & 2015. Currently the team has two ongoing projects with expected delivery around Q2 ‘2017.

*Proprietor – Embellish Retail*

Initiated foot stepping in the Retail space as well, servicing clothing/apparel segment. Started a franchise for a well known women apparel brand recently (April 2016) and have been observing positive trends.

***May 2013 till March 2014***

**Employer :** Genpact Mobility Services

**Location # United Kingdom** (Coventry, London)

Assistant Vice President

Deployed as Relationship Manager supporting various live projects for purchasing office of a massive UK automotive major.

**Role Exposure & Demand:**

Working in the capacity of a Relationship Manager cum Project Lead and based out of client’s organization representing & owning Genpact’s delivery.

Managing ~ $ 1 Mm engagement with this client, supporting RFQ management, Analytics services, Strategic planning & evaluation, Market research (Primary/Secondary) etc.

Providing extensive & niche research equipping the OEM take strategic decisions in relation to commodity, suppliers, new markets, evolving economies & trends etc.

Providing project based support through Lean Six Sigma methodology in the After Market Service space along with working with Internationalization teams to leverage learning & intelligence across the globe

***August 2011 till April 2013***

**Employer:** Genpact LLC, USA

**Location(s) # United States of America** (Virginia, New York), **Australia** (Adelaide, Sydney) & **South Africa** (Cape Town)

Assistant Vice President

Deployed as a Re-engineering resource supporting different initiatives and projects for different clients.

**Re-Engineering Exposure:**

**Australia 2011**

Successfully delivered on a re-engineering project done for a leading Australian bank for increase in FCR % and delivered $2.5 Mm bottom line impact

**United States of America 2012-13**

As part of the re-engineering team, leading a team as a Project Manager for a major Silicon Valley company to help them consolidate their Finance & Accounting unit while they go through a transformation using GBS methodology

Lead the entire team to perform Business Architecture Approach (BAA) through workshops and design best in class process for a software company for them to effectively transition to a new global ERP platform for R2R, O2C & P2P processes

Lead a 16 member team to perform strategic assessment for ~150 processes in R2R, O2C & P2P domain. Team evaluated close to 1500 FTEs and suggested (a) lift & shift (b) fix & shift and (c) retained processes

Partnered with Client PMO team to prepare a detailed transition/migration plan, ensuring all aspects like Solution, Site readiness, Set-up, Knowledge Transfer, Change Management etc. are in place

**South Africa 2013**

Partnered in a massive cost reduction initiative for a major South African Insurance Company and led the entire Contact Centre cost reduction assessment, opportunities and implementation plan delivery. Secured client’s sign off on do ability and feasibility of a $18 Mm cost reduction road map over the course of 36 months.

***April 2010 till July 2011***

**Employer:** Genpact India

**Location # India** (Gurgaon, Delhi)

Assistant Vice President

Worked as an Operating leader for a Collections shop performing wing to wing activities (Early stage to late stage to loss recovery), across India & Mexico.

**Key Responsibilities:**

In the last role, lead a team of 130 FTEs supporting Collections for a leading US Automotive manufacturer.

~ 100 FTEs operate from India and ~15 FTEs from Mexico serving early stage .

Lead a Credit Investigations team out of Mexico which checks the creditworthiness of the loan applicant.

Manages late stage to the tune of Internal Deficiency, Collateral (Repossession), Bankruptcy and Impound

**Key Expertise:**

End to End collections cycle & it’s different faces like Inbound, Dialer & Manual strategies, Charge Off portfolio

Retention practices / Client Relations

Ability to lead large, multi-location teams ensuring smooth operations

Passion & alignment towards Lean, Six Sigma

**Six Sigma / Quality DNA:**

**Green Belt Certified**. Delivered Actual Business Impact of $642K by improving Conversion Rates for Skip Tracing Team for a leading auto manufacturer in USA

Supported 1 Black Belt Project which was signed off by the client delivering business impact of $ 8.72 Bn

Championed 3 Green Belt Projects and got all of them certified & signed off by the client

Mentored 3 Green Belt projects and got all of them certified. Client signed of a $10 Mn Business Impact (annually)

Developed and Encouraged a Six sigma driven environment to inject quality tools as a way of life. ~ 70\* employees (92% team) got lean “trained and tested” under my leadership

(\* employees > 6 months vintage)

Team generated 110 ideas (Quick Hits) in Q4’ 2011 out of which 72 ideas got approved and 28 ideas got implemented within 12 months. 16 employees got Lean Certified during my tenure as Operating Leader

***July2008 till April 2010***

**Employer:** Genpact India

**Location # India** (Gurgaon, New Delhi)

Senior Manager

Worked as a Portfolio leader for a Collections shop managing 60+ employees. Got exposed to transitions, RFP support & costing (potential businesses)

**Key Highlights:**

Successfully transitioned Collections & Investigation process from USA to India and then migrated the same to Mexico.

Successfully graduated from Global Operating Leadership Program (GOLD), Batch 2007-09

Got Green Belt Certified through a project which improved promises per hour for the portfolio and delivered actual business impact of $642K (annually) which is been signed off by the client.

Delivered Overall Business Impact of $10 MM with an Actualized Business Impact of $2 MM and the same has been signed off by the customer. Mentored/Supported/Championed and closed 1 Black Belt and 3 Green Belt projects under my leadership.

Managed Inventory and Seat Utilization for the process. Team managed to lift SU to 1.86 against the Op Plan target of 1.2

Delivered best in class on all HR practices like EMS closure, One on One Completion, Skip meeting etc. Delivered above target on Education at work and VIC/Cheers penetration

Lead the Loss Recovery team which broke all previous performance records. Team repossessed 44 cars from January through March 2010 which was counted towards FY 09-10. In FY 10-11, team has successfully repossessed 121 cars against the target of 84 cars for the year.

***July 2006 till June 2008***

**Employer:** Genpact India

**Location # India** (Gurgaon)

Manager

Worked as a Team leader for a Collections shop managing 35+ employees. Got exposed to higher spans, managing multi-skilled & multi-domain operations

**Key Highlights:**

Lead the Front End Collections team which delivered way above target in the portfolio each month during 2007-08. Genpact team scored high scores in the champion challenger model with on-shore team in terms of net delivery. Client’s organization clocked highest collection ever in this year with a massive $93 MM contribution from Genpact team which broke all previous records.

Worked very closely with the Collection Practice team and ensured portfolio is adapting to the best practices to reach Best in Class. Common Minimum Practices were successfully adapted

and moved the Original score of 55% to 90.54% on self-assessment and 90.32% on implementation as on December 2008.

Taken up Reduction in variation initiative and worked closely with corporate quality team. Successfully driving this project across account with timely movement and effectiveness.

Achieved outstanding results in driving productivity and achieved way above target. Team delivered $94K from January through March 2008 which was counted towards FY 07-08. In FY 08-09 Q1-Q3, team has delivered $190K worth productivity.

***July 2004 till June 2006***

**Employer:** Genpact India

**Location # India** (Hyderabad)

Assistant Manager / Management Trainee

Worked as a Front Line Manager (Team Lead) for a Collections shop (for a US based retail chain) managing ~20-25+ employees. Got exposure to People practices, Team leading & Operations

**Key Highlights:**

Implemented a Lean Initiative to Increase Contact Rate for the High Balance High Risk group. The project resulted in shortening the span and the Contact Rate moved from 12.5 Contacts/Day to 14 Contacts/Day.

* + Lead the team to Six Sigma performance from Jan ’05 till June ‘06 in all four teams. Handled 2 Skip teams (Regular & Exhaustive) and High Balance High Risk project in this tenure.

Maintained Attrition at 13.3 %for the year. Maintained Zero Attrition for the first 10 months of the year.

High scores on Employer of Choice survey (EoC) – Ranked 5 overall in Hyderabad Collections on the PCM Survey for May ’05.

One of the 5 winners for ZAC (Zero attrition contest) for maintaining Zero attrition for > 9 months.

Met all timelines to close EMSs/AESs/HITP for the team.

***Feb 2001 till June 2004***

**Employer: Genpact India**

**India** (Gurgaon)

**Process Developer / Process Associate**

Worked as a Collection Support Specialist (PD) & Process Associate (Front line caller) for a Collections shop. Got exposed to Contact Center modus operandi & tools, credit card industry & Collections domain.

**Key Highlights:**

Got promoted to Process Developer from Process Associate within 12 months which was the minimum required vintage as per company policy

* + Managed escalated call volume exclusively, post getting promoted to Process Developer
  + Mentored ~36 new joinees on process/production as part of the bridge team from training to operations (TOP)
  + Scored 32 Outstanding/Exceed Expectations ratings in the span of 34 months as a Process Associate/Developer
  + Got job enrichment in shape of a Business Analyst and was responsible for both, client and internal reporting/dashboards/red flags

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| CERTIFICATION & SKILL DEVELOPMENT |

* + Graduate from Global Operating Leadership Development Program (GOLD), Batch 2007 - 2009
  + Six Sigma Green Belt Certified, Q3 ‘2008
  + Certified to Transition, Q2 ‘ 2009
  + Certified from Accelerated Leadership Program, Q1 ‘2011
  + Train & Tested on SEP, Lean, Kaizen & Workshop facilitation

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| Awards & Accolades |

* + Management Award from Genpact CEO during Q3 Global Town Hall - 2011
  + Leadership Excellence Award – 2010, 2008
  + Gold Award – 2013, 2010
  + Best Manager Award – 2009
  + Retention Champion / Silver Award – 2005
  + 22 Awards (different categories) for excellence at work, client driven, Integrity and Passion – Feb 2001 to June 2004

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| ACADEMIC AND PROFESSIONAL QUALIFICATIONS |

* + Masters in Business Administration from Institute on Management Technology – Ghaziabad, India
  + Bachelor of Commerce from Delhi University, India
  + Diploma in Sales & Marketing (National Institute of Sales, Delhi, India)

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| ACTIVITIES & SOCIETIES |

* + Part of Collections SEP support team. Front ended two initiatives for the practice organization as the Operating Leader
  + Led the fun @ work team for 5 years for the entire business site.
  + Played a key role in the team that conceptualized and conducted a Preparatory Session targeted at the population that appeared for the Management Trainee Development Center. Prepared more than 200 questions based on Logical reasoning/Analytical reasoning, planning, situations etc. Coached close to 100 aspirants in last 6 years
  + Active member of Commerce Club in College & Commerce Club captain during Intermediate levels
  + Participated in various case studies and market researches during college

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| STRENGTHS |

* + ***Execution Strength***: A key strength which has helped me follow the directed path with the required speed and given timelines. Speed to execution has been one of the most important contributors in recent past.
  + ***Customer Interaction***: Have been able to alliance with clients to ensure effective process flow and delivery. Have built quality rapport with all Process Owners across the board and have received encouraging feedback from each one of them.
  + ***Learning Ability***: Has given me strength to understand four different businesses/Three industries and two domains; and the way they operate which in turn has given me confidence to take up higher responsibilities and manage bigger spans effectively and efficiently.
  + ***Improvement Orientation***: Has given me the mindset of looking at ways to improve current practices that are in place and to ensure that any change stays in control.
  + ***Commitment & Diligence***: Have consistently delivered in all spheres of my responsibility within assigned timelines.
  + ***Initiatives***: Exhibited the willingness to take up anything in which there is learning and is critical to business and to play proactive role in various spheres of activities.
  + ***People Management***: Have maintained a great rapport with all the teams & portfolio as a whole. Have ensured that people are comfortable discussing what is required which helps me get the pulse of my team.

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| PERSONAL PROFILE |

Date of birth February 16th, 1978

Father’s Name Mr. O.P. Madan

Marital status Married

Spouse ShuchiSmita Madan

Nationality Indian

Passport Details G1287721, Expiration 2017

Visa Status US B1/B2 – Expiration 2017  
US L1 – Expired 2015

Australia work permit – Expired March 2012

South Africa work permit – Expired June 2013

Romania business visa – Expired January 2014

Travel History Business Travel - US: 2006/2007

Work Permit - Australia: 2011

Intercompany Transfer – US (L1): 2012

Work Permit – South Africa : 2013

Work Permit – United Kingdom : 2013

Languages English (fluent),Hindi (fluent), Punjabi (native), Bengali (basic),

Address India: R-606, Anupam Apartment, East Arjun Nagar, Karkardooma, New Delhi

Dated: (Ravi Madan)