Shashank S. Wankhede

Tel: +91 9920 59 3635 ~ Email: shashankwankhede31@gmail.com

**Business Integration Analyst**

with over 18months of experience in the areas of:

Client Servicing Business Analysis Process Analysis

MIS Management Operations Liasioning General Management

**Objective**

To commit towards organization’s and personal growth by contibuting my skills and expertise in areas of operation management for delivering quality and excellent results

**Education**

* **MBA – Operations Management (M.M.S.)** from Mumbai University in 2013**.**
* **Bsc. IT –** from Mumbai University in 2011
* **Diploma In Industrial Electronics** from MSBTE in 2009

**Career Highlights**

**Serco Global Services**

1year 6months

***As Business Integration Analyst***

***Job summary-***

Assist in the creation and implementation of integration and/or separation services for clients and assist with business development initiatives

***Principal Duties***

* Develop, maintain and manage client relationships
* Lead and support business development activities such as identification, proposal development, and other pursuit activities at clients
* Define and build solution and marketing collateral, develop pursuit plan, and deliver advisory methodologies for business integration
* Ensure Service Level Agreements (SLAs) for the process are met as agreed upon with the client
* Identify causes for non-achievement of SLAs, develop solutions and execute the same
* Review and analyze performance reports against targets on a weekly/monthly basis with Team Managers and with client and investigate causes for performance deviations
* Provide reports on the process metrics and employee performance to the Top Management
* To be a role-model for the Team in terms of performance/ behavior/ attitude

***Client Interface***

* Monitor and review the SLAs
* Conduct and involve in Operations review
* Liaise with the Heads & representatives of the process to discuss issues of the floor
* Understand client’s processes and suggest modes of value addition
* Participate in client / internal review calls and handle escalations

***Team Management***

* Measure performance of the team
* Build effective vertical and horizontal communication channels
* To be a role-model for the Team in terms of performance/ behavior/ attitude

***Projects as Management Trainee***

* Sales Coordinator Process-
* Voice Of Customer (VOC)
* Branch Manager Escalation Desk
* Lead Co-ordination process

**Internship projects**

***Title:*** Re-Engineering the process of Newspaper Subscription

***Organization*:** Business Standard Limited

***Description:***

* Re-Engineering the complete process of Newspaper Subscription.
* Handle ERP for the above process
* Studied Production & Distribution process of Newspaper.

**Certifications**

***Course***: Advanced MS- Excel

***Institute***: Sciffer Technologies

**Personal Details**

Contact Address : C/501 Swayam Srushti Complex,

Near Chandiwala complex,

Chandanwadi, Thane- 400601

Contact Number : 9920 59 3635

Date of Birth : 31st Jan 1990