

AMANDEEP SINGH KAMBO

Leveraging natural leadership with uncompromising commitment to performance in managing independent **business (P&L), People and Customers** with strong focus on **productivity, operations, compliance management and revenue**

Industry Preference: BPO/ITES/Call Center/KPO/LPO

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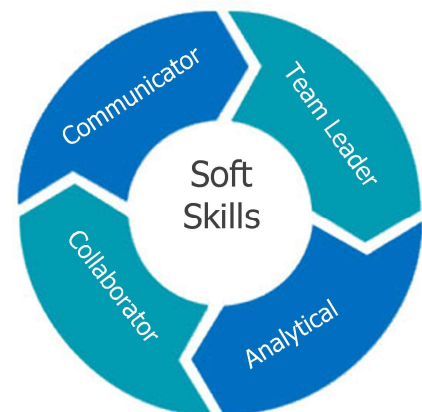
Executive Profile

- A competent professional **with 18.5 years** of experience in **Operations Management across functions like Pricing & Commercial** across **BPO/ITES industries**
- Exposure of **liaising with higher authorities** to bring their focus on the renewal business performance of all the channels coming under them
- Skilled in **assessing risks**, preventing future suspicious transactions from occurring, and communicating with internal & external members to **resolve disputes involving potentially fraudulent claims**
- Successfully managed **several complex transitions** and migrations; migrated complex business to offshore location
- **Business / Operational Excellence:** Facilitating solving of business problems using proven methodologies/ innovative solutions that improve competitiveness, productivity, revenues and customer and employee engagement
- Skilled in developing procedures, service standards and operational policies & implementing effective control measures to improve quality, accuracy and reduce running costs for the clients
- Keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- **Process & System Management:** Working out to fit the organization's needs for pragmatic process improvement & developing / deploying supporting structures, integrating processes and training programs
- Skilled in defining service delivery standards, ensuring adherence to delivery model while ensuring **Service Level Agreement (SLA)** adherence
- **Compliance:** Ensuring that procedures related to compliance were strictly followed and identifying lapses with others while performing the said functions, ensuring rectification of the same at the earliest
- A result-oriented individual with **strong analytical, presentation, communication, interpersonal and organizational skills**

Key Impact Areas

Strategic & Business Planning	Operations Management/ Operational Excellence
Business Continuity Management	Budgeting, P&L, Financial Mgmt.
Insurance Underwriting	Project/ Service Delivery Mgmt.
Strategic Business Reporting	Crisis & Escalation Management
Audit & Risk Compliance	Team Management & Training

Soft Skills



Career Timeline (Recent 3 Associations)



Education

- PGDBA from Symbiosis (CRM) in 2010
- Bachelors of Science from Delhi University in 1999

Certifications

- Six Sigma – Yellow Belt Certified
- A+ (Computer Hardware and Operating System)

Professional Experience

Since Sep'19 with Crossover For Work, Remote/From Home as Vice President of Customer Support

Key Result Areas:

- Rendering support for the **overall process of management** and corporate decision-making to ensure the organization maximizes its short, medium and long-term profitability and returns to its shareholders along with a team of 5-10 Customer Support Managers
- Providing operational leadership for global support across all portfolio companies - while building a model that can accept and integrate another 25-40 companies per year
- Focusing on **SLA management and customer satisfaction** across the relevant customer base and ensuring that the information systems and reviewing structure for SLAs and client satisfaction are in place and effectively used
- Providing floor support to new hires during their OJT (On job training) within the process to build process knowledge, reduce TAT and also achieve team as well as individual goals
- Extending expert problem management support to difficult, high profile customer issues and ensured that root-cause analysis was conducted and corrective action plans were followed with learning for future benefit

Oct'14-Aug'19 with Genpact India Private Limited, Gurgaon, Haryana

Growth Path:

May'16-Aug'19: Assistant Vice President – Pricing and Commercials (Managed Services, Digital Assets, Robotic)
Oct'14-Apr'16: Senior Manager – Pricing and Commercials

Highlights:

As Assistant Vice President – Pricing and Commercials

- Administered the overall pricing for robotic automations, digital assets and managed services
- Defined Pricing framework, strategy for the organization; led corporate pricing & managed the business Pricing teams
- Delivered support and key inputs for strategic business plans to senior management; involved in all the functions entailing Commercial Finance, Pricing, Deal Structuring, Finance Reviews
- Provided support to RFX team, create competitive pricing and P&Ls for major deals
- Developed standard rate cards for transactional business, enabling winning business & aiding in negotiations
- Drove performance measurement, pipeline health, quality and adequacy, enabling key account planning and client reviews

As Senior Manager – Pricing and Commercials

- Managed pricing and commercial role for multiple businesses globally and for revised commercials with existing customers from time-to-time
- Created the commercial construct while responding to RFPs – not only in line with client requirements but also presentation of the construct in a manner that enables winning business and aiding in negotiations
- Developed active understanding of key contract terms, found ways to protect company's position as well as capability to comprehend customer requirements
- Attended internal discussions within the different stakeholders in the company, as well as in negotiations with customer and third party advisors
- Liaised with Legal, Tax & Treasury Teams to evaluate financial impacts while pricing multi-country deals

Previous Experience

Jun'06- Oct'14 with IBM Daksh Business Process Services Pvt. Ltd., Gurgaon, Haryana

Growth Path:

Dec'12-Oct'14: Senior Manager – Pricing (IBM Global Process Services/Concentrix Daksh)
Jun'06-Sep'07: Assistant Manager – Operations
Oct'07-Jul'10: Deputy Manager - Operations
Jul'10-Nov'12: Manager – Pricing

Highlights:

- Recognized and awarded as:
 - Best Manager for Q1 2009
 - Best Manager for Q4 2008
 - Top Talent in IBM for the Year 2008.
 - Excellent Customer Service by Mr. Mark McDonnah (Head Quality – Hewlett Packard Pvt. LTD.)
- Attained Zero attrition for 6 months (2007) for entire unit
- Amongst the top 25% managers in Gallup People's Managers Survey (2007) with an overall score of 4.63
- Been a part of 4 Pilot Processes/Batches and seen all of them through successful ramp and steady state
- Achieved Best Annual Performance Rating for two consecutive years (2006 and 2007)

Jan'06-Jun'06 with Dun and Bradstreet Information Services Pvt. Ltd., Delhi Assistant Manager – Operations

Jan'02- Nov'05 with V Customer Services India Pvt. Ltd. Delhi

Growth Path:

Nov'04-Nov'05: Assistant Manager
Jan'02-Nov'02: Technical Support Engineer
Dec'02-Oct'04: Team Leader

Highlights:

- Recognized and awarded for:
 - Excellence in Customer Service by Mr. Mark McDonnah (Head Quality – Hewlett Packard Pvt. LTD.)

May'01 – Oct'01 with Educomp Datamatics Ltd., Delhi as Graphic Artist



Personal Details

Date of Birth: 30th November, 1978
Languages Known: English, Punjabi, and Hindi
Permanent Address: 2C, Navsena Apartments, West Enclave, Pitampura, New Delhi 110034