

# General Manager

**MANORAMA KULKARNI**

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## **BUSINESS OPERATIONS MANAGER – SERVICE DELIVERY OPERATIONS**

A Result oriented Business professional with 15 years of work experience, proven ability in strategic planning and managing Delivery operations, improving efficiency of operations, team building and detailing project information to determine effective process for operations. Able to identify areas of strength and weakness and implement company policies, standards, changes in operations & system that optimizes productivity and bottom line.

- Track record of managing high performing large team. Extensive experience on managing team diversity and complex process across organizations.
- Proven track record of managing and leading Financial & Technical teams.
- A systematic, organized, hardworking and dedicated team player determined to be part of a growth-oriented organization. Superior communication, presentation and interpersonal skills, analytical and problem solving abilities with an ambition to add value in the form of revenue and best practices.

### **KEY STRENGTHS**

- Business management ♦ Functional expertise ♦ Program Management ♦ Excellent inter-personal and communication skills ♦ People Management skills ♦ Vendor planning, forecasting and management

### **CORE COMPETENCIES**

- Functional /Business management ♦ Business Process Management System ♦ Operations Management, Transition
- Setting up new site, multi functional business co ordination.

### **International Work Profile**

- Global work exposure.
- Manage led organizational change management for India and US teams (Change Leader).
- On site Dallas Operations Manager from IBM for short assignment for transition of O2C for Intuit and Kodak.

### **Core**

**Delivery/Operations & program management in Banking and financial services.**

### **Process Managed and Led**

### **Finance and Accounts Process-**

#### **1) AP/AR**

- 2) Procurement
  - 3) O2C
  - 4) Health and Welfare
  - 5) Retrials', Defined Benefit, Defined Contribution.
  - 6) Payroll and HR back end process
  - 7) L&D.
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## **PROFESSIONAL EXPERIENCE**

**FIDELITY / FMR INDIA**

**Sep 2011 – Till**

**date**

**Role/Designation: Leader Operations**

**I manage and lead team of 110 for -Chennai & Bangalore operations and Technical team**

### **Responsibilities:**

**I Lead and manage Workplace Investment –Health and welfare products, DB, DC , Retirement initiations, Tax, calculations etc**

**-Core Responsibility includes Delivery Operations management, Client management, Program management and Business management. Engage & manage team including and not limited to performance evaluations.**

### **Additional responsibilities include:**

**Core Responsibility includes Delivery management, Client management, Program management and Business management. Engage & manage team including and not limited to performance evaluations. Additional responsibilities include:**

- **People Management- Manage and Lead team for Bangalore/Chennai site-**
  - Talent Management, Attrition and Retentions. Transfers and US engagements for Employees
  - Coach and mentor
  - Manage resources as per billing
  - Build SME (Subject Matter Expertise)for shared services.
- **Business Management- Finance, P&L, Costing, Utilization, efficiency mapping.**
  - Manage leadership team for reporting.
  - Co ordinate and support leadership team in Initiatives and strategies.
  - Manage Valuation team for Chennai and Bangalore
  - BCP point of contact for shared services
  - Point of connect- for hiring and panel for Retirement Initiations team

- Best Practice sharing across practices
- Finance and costing
- P&L of the Unit
- Report and check the Hygiene status for process
- Project and Process Update on regular intervals.
- Revenue analysis
- Cost and benefit details, Billing FTE calculations etc
- PMO office Management
- **Process/ Program Management-**
  - Projects, shared services Goals and Objectives.
  - Client escalation management
  - KPI adherence and RCA for client escalations
  - Manage the SOW for offshore shared services.
- **Client Relation-**
  - Partner connects and engagements
  - Handling on shore direct repotees and matrix engagements.
  - Report and Publish performance of site fro Chennai and Bangalore to Leadership team
- **Interface between US and India Leadership team.**
  - Relationship Management
  - Client visit management
- **Strategic Management.**
- **Site Setting up-Setting up operation site –**
- **Quality-**
  - Business Process management.
  - Audit compliance,
  - Risk management.
- **Organizational Initiatives-**Engage , manage and program run various EDS level initiatives like attrition control projects for Chennai site,
  - **Empower Women** –diversity inclusion program across Fidelity Bangalore/Chennai site
  - **Corporate Social Initiative for Bangalore**
  - **Right knowledge and Right Job-Skill based work Initiative to place aspired associated across fidelity(ASPIRE)**
- **Seminars –NASSCOM representation from Fidelity.**

- **SILLICON VALLEY** member representation from Fidelity.
- **Innovation Leader.**

## **Manage and Lead business program management for shared services**

### **Manage and Lead business program management for EDS level**

#### **Achievements:**

- 5 FTE savings with Automation of Technical team query running batch.
  - Pioneer of Women In Excellence program for WOMEN LEADERS across FMRI.
  - Value addition through Multi client Tech cross selling to Global opportunities. Leading India Business of 8 head count increase in team (Each Tech team member billed on USD 25K).
  - SELECT Program for moving operations resources thru approached program management to technical work streams.(Resource Management project)
  - Bangalore team been recognized as best EUREKA/innovative site across 4 sites.(RAL,BOSTON, India, ALBQ)
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## **IBM DAKSH PVT LTD, BANGALORE, INDIA –**

**Aug 2010 – Aug 2011**

### **Role/Designation: Operations Manager -**

**IBM -R2R Service Line is responsible for the End to End General Accounting processes from Recording to Reporting, including the maintenance of procedures and standardized chart of accounts, journal entry processing, inter-company accounting and account reconciliations, fixed assets, month end close process and preparation of financial statements.**

#### **Responsibilities:**

Accountable for end to end Collections, Orders, refunds, Invoicing, Account receivables management, Billing and Tax Compliance of various global markets.

Led a team responsible for back end operations for Q2C supporting Intuit business for US, Handel Business Strategic planning, People management support and Business up selling for IBM Operations assessments. Client facing role with deep understanding on the process requirement and excel the operations thru quality performance and Initiatives. Additional responsibilities included:

#### **Achievements:**

- Team engagement programs & rewards for performance increased employee satisfaction from 69% to 95%.
  - Created zero surprise environments with end to end process mapping and documentation.
  - Conversion on resources to Billable -10% revenue generation to team.
  - Quality measurements and Improvement of Process end to ends.
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## **ORACLE INDIA PVT LTD, BANGALORE, INDIA**

**Mar 2009 – July 2010**

**Role/Designation: Operations Manager O2C,AP&AR**

**Responsibilities:**

Invoice/Bill preparation and draft control: Ensuring 100% Billing Accuracy & Controlling the invoice production efficiently as well as the Invoicing quality measurement, Orders & inventory management, Cost assurance & Reject/discards management; Managing & Supporting ABU (Account Business Unit) in Revenue Assurance activities. Additional responsibilities included:

**Achievements:**

- India Point of contact for sun migrations.
  - Won Gold AWARD for to have been single handed managed the migrations without partner support flawlessly.
  - Automation of Work Items for the Orders received. **Reducing cycle time of 4 hours every day.**
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**NEO IT CONSULTING, BANGALORE, INDIA**

**Apr 2008 –**

**Feb 2009**

**Role/Designation: Senior Program Manager**

**Manage and Lead Operations for India as Program Manager .Set up new sister concern NeoGroup end to end.**

**Transition and Transformation of client Applied Materials 1500 seater team to India**

- **Managed Hiring project for India with RFI and RFP with larger team size of 1500.**

**Responsibilities:**

- Handled entire operations team for India Center.
- Program Manage Projects for India.
- Manage and lead transformations for Human resource India
- Handel pay roll Team for India.
- Manage the engagement of handling the on shoring of sister concern for consulting.

**Achievement:**

- End to end set up of India Entity as Neo group.
  - Single point of contact managing AMAT client for outsourcing business in India.
  - End to end ODC set up and service mapping for firm.
  - Turing 50 member process to billable resources for firm with effective operations strategies and E2E planning.
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**YAHOO SERVICE DELIVERY CENTER, BANGALORE, INDIA**  
**2007**

**NOV 2006 – SEP**

**Role/Designation: Service Delivery Manager**

**Responsibilities:**

Yahoo research is responsible for auditing and searching key words which can become potentially issue and challenge for legal. Team was engaged in managing and Auditing the Content for Yahoo search Engine.

Manage and Lead team for –

- Business Management
  - Process Management
  - People management
  - Quality and Transformation.
  - Finance management.
  - Training and Development.
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- Managed a team of 115 across yahoo India. Handled end to end transition and scoping of transition.
  - Solution and Designing of the transition to India.
  - Was involved in program budget mapping and allocations.
  - Rewarded best Operations team for the year 2006.

**Achievement:**

- Global Yahoo map representation from India and Framing and creating scalable metrics for audit team.
  - \$1M saving due to skill set mapping project for Yahoo.
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**HEWLETT PACKARD, BANGALORE, INDIA**  
**OCT 2006**

**MAR 2004 –**

**Role/Designation: Assistant Manager Order Management and Fulfillment (O2C)**

**Lead and manage - O2C.**

**Manage and lead team size of 213 for O2C with additional responsibility to lead Learning and development transition for 300+ people.**

**Achievements and Responsibilities**

- Managed end to end process transition for Learning and Development process.(SEQUOIA PROJECT)
- Improve availability and avoid costly downtime by proactively mitigating technology-related business risks.
- Zero call abandoned rates. Enhance operational efficiency and service delivery through service management best practices and premium support.
- Drive business innovation and respond rapidly to change while keeping operations and support costs under control.

**Products**

- Managed the HP India employee learning system process end and met business objectives end to end.

**Responsibilities:**

- Successfully handled the mortgage team. Review and verify loan application information including income, credit checks and appropriate insurance.
- Work directly with loan officers to ensure smooth processing of loans and meet escrow closing deadlines.
- Provide information to underwriters and obtain additional information as required.
- Ensure completeness and accuracy of all application packages to maintain quick turnaround times for loan funding.
- Trade Operational - Trade interface and repair queue checking. Validation of interfaced trades and new asset set ups.

**Singhania & Partner Law Firm**

1998- 2002

**Associate Lawyer-**

Corporate associate Lawyer for Bangalore manages and Lead drafting, corporate Laws and Marriage Laws for the Firm

Became partner of firm in less than 3 years span and managed their entire Firm for Bangalore.

**EDUCATION**

- Bachelor of Law, University of Bangalore, India. 1998 -Second Class
- DOB- 21-05-1977.
- SSLC 1993 -First Class
- Pre University 1995-- First Class
- Pursuing IIM K Leading and Managing(leadership exec program for 10+ years of managerial experience)

**PROFESSIONAL DEVELOPMENT**

- Six Sigma Training and Certification 2003
- Process Excellence Leadership Team Train the Trainer 2002
- Design for Excellence, Introduction to Process Excellence for Leaders, Leading Change.2006
- Hewlett Packard Leadership Training: Career Power, Essential Facilitation, Constructive Debate, Coaching, Effective Supervision, Decision Making, and Managers and the Law.
- Hewlett Packard: Process training on O2C end to end & certification.
- IBM-“Negotiating to YES” for client facing responsibilities and business management

**TECHNICAL SKILLS**

- Power user in Business Objects, Ms Project, Microsoft Office