**Santosh**

[**Santosh.361787@2freemail.com**](mailto:Santosh.361787@2freemail.com)

Seeking middle to Senior Level Assignments in Process development & Operation Management with leading organization of repute in IT/KPO/HRO/Operation sector.

**Profile Summary**

* A competent professional with 7 years of experience in:

**~** Operation Management **~** Process Management **~** Data Reconciliation

**~** Client Relationship Management **~** Attrition Management **~** Team Management

* An out-of-the-box thinker with proven track record of establishing processes SOPs, streamlining workflow and creating team work environment to enhance productivity innovatively.
* Demonstrated experience in the practical implementation of detailed project plan for identification of reconciliation to be transitioned/migrated.
* Creation of detailed process documentation including risk mitigation documentation.
* Excellent interpersonal skills with problem solving, logical thinking and analytical abilities.

**Core Competencies**

* Mapping Client’s requirements and coordinating, developing and implementing process in line with guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize Client satisfaction level.
* Preparing MIS reports as per SLA with a view to apprise management of the process operations and assist in critical decision-making process.
* Assessing the Client feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher Client satisfaction matrices.

**Organizational Experience**

* September- 2010-September 2012 worked with IBM GPS, Gurgaon as a CRM-Practitioner.
* September-2012-till date working with Mercer Consulting India Pvt. Ltd. as a Process Champion.

**Key Results Areas:**

* Control functions and process are accurately complete the assigned projects/task with agreed Client’s SLAs.
* Team operates effectively & efficiently through appropriate task allocation & the process meets the client SLAs day on day.
* Accountable for handling the reconciliation of the upstream and downstream process application of the client and various confidential documents to ensure data integrity and act as a Control team to maintain the data accuracy.

**Significant Accomplishments:**

* Gained recognition as the Certified Lean Sensei
* Bagged Pragati Award for the best Idea in Jan-March’16 Quarter; the idea was “Automation of weekly Audit report” with time saving 100hrs/year
* Successfully completed Time & Motion projects in settlements to extract AHT in saving on 12 man-hours per year.
* Developed the tracker to streamline process.

**Major Projects**

* Time & Motion

Ongoing: Measure Phase

Title: To reduce and manage the standard AHT for processing the case.

**Academics Details**

* MCA from Dayananda Sagar College, Bangalore (VTU) in 2009 with 74%.
* B. Sc. (CA) from Karim City College, Ranchi University in 2006 with 74%.

**Other Courses / Trainings / Workshop**

* E-mail Etiquettes: (How to write email with empathy and paraphrasing and try to solve the Customer’s query in first contact resolution)
* Acing an IJP: How to crack an IJP interview in first attempt
* Altius: Attended Altius Session with Mercer Consulting India Pvt. Ltd., know how to crack an IJP Interview and Basic Excel Training.
* Basic SQL Training.

**Personal Details**

Language Known: English & Hindi