

Cognizant Technology Solutions*Manager – Process Excellence*

Bangalore, IN

Mar 2024 - Jul 2024

- Participated in exploring solutions for problems and process bottlenecks
- Handling the business transformation and continuous improvement for US Based MNC ADAS (Advanced Driver Assistance Systems) organization
- Identify requirements, perform impact analysis, quality deep dive and deliver solutions.
- Performed deep dive analysis on historic escalations and proposing the process/tool/policy/training changes
- Perform Failure Mode Effects Analysis, Value Stream Mapping to prepare mitigation plans, drive it to closure along with multiple stakeholders quality tools drive strategic improvements initiatives across 3 different workflows Project management including facilitating meetings, interviewing stakeholders, creating stakeholder presentations
- Create work-flows, Standard Operating Procedures (SOPs), process frameworks for quality Using Kaizen, Lean, Six Sigma, process mapping.

Infiniti Research Marketing Solutions | Bangalore, India*Manager – Operational Excellence*

bangalore

May 2019 - Oct 2023

- Led ISO & ISMS audits from 2019, securing recertifications from 2019 to 2023.
- Managed short-term SDLC projects and implemented IR Missions program for business improvements.
- Executed process improvements, budgeting, cost optimizations, vendor management. Reporting
- Oversaw contract and price negotiations, project & PMO management, GDPR implementation, and corporate governance initiatives. for TA, TM, TD, Admin, facilities, help desk, operational excellence teams.
- Trained teams on ISMS & ISO policies and ensured compliance across all departments (HR, TA, TM, Admin, Operations)

Oracle India Pvt Ltd*Lead – Cloud Deal Management (PET & Quality)*

Bangalore

Jul 2017 - May 2019

- Led process enablement & quality control for cloud deal management teams.
- Initiated visual dashboard reporting and managed global training & knowledge portal content.
- Oversaw end-to-end issue resolution, including tools, processes, legal clauses, OD's, bugs, and process updates to present the quarterly QBR and BRM meetings to the leadership team.
- Ensured compliance with internal controls and quality review mechanisms.
- Acted as Divisional process owner for the process, tool, legal clause, technical & product changes

Home Vista Solutions*Senior Team Lead – Presales*

Bangalore, IN

Aug 2015 - Jan 2016

- Implemented KPA parameters to monitor sales & presales department performance.
- Led escalations management with upstream and downstream teams.
- Managed resource planning, volume forecasts, and 24x5 support models to meet predefined SLAs.

- Managed global clients in the P&L analysis process as a Bid Manager.
- Set validation criteria and ensured team delivery within predefined SLAs.
- Conducted quality auditing, feedbacks, and process improvements.
- Supported new joiner & Process trainings, audit support, data validation projects
- Process improvements & implementations

SKILLS

Operations support:	Automation support, Release management, Tool development
End-to-End Operations Management:	Project/Program management
Quality Assurance:	ISO 9001:2015 (QMS) , ISMS 27001 :2013
Quality Control:	Lean six sigma black belt, Lean manager
Operations support:	ITIL - intermediate SOA, Vendor management, Contract management
Operations support:	Training, Transactional quality monitoring
Management:	Business management, Operations management & Excellence, process management

PROJECTS

CSAT BB Project Using DMAIC, Project Charter, VSM, VOC, COPIS, RCA,DCP, MSA, Charts, Minitab, Hypothesis testing, SOP, FMEA etc

has taken up the project for CSAT using DMAIC methodology and few lean tools. RCA and finding out the issues and putting the corrective/preventive actions accordingly in the product or in the processes to reduce manual errors & to streamline the processes and achieved from 68% to 80% CSAT scores

Cost & revenue analysis Using Putty tool

Saving the revenue of the client by disconnecting all the unused connections, routers pops, circuits

Resource Saver Automation, Macros, SQL

Saving the resources by automating the general and default entries of the client information and thus making it easier to save the time on complicated price search & finalization

Multiple Lean Projects using VSM, 5S, Kaizen, Kanban, Sampling, SOW, Process map, 7QC tools, Poka-Yoka, JIT

Discrepancy between database and real time tool, Billing reflections, new tool/ feature implementations for productivity, automation, process changes, policy changes,

AWARDS

Excellence AWARD in Infiniti

Infiniti

For successfully implementing the ISO, ISMS audits for the entire organization and securing the surveillance audits for 5 Years

May 2020

SPOT Award

Oracle India Pvt Ltd

For implementing the VSM in the entire quote to cash process and coming up with NVA's and to suggest the solutions around it

Nov 2019