

Profile Summery

Highly-skilled Customer Service and Operations Delivery Manager with 17 year of experience in fast-paced and customer-centric environments. A proven track record of enhancing operational excellence, leading high-performing teams and implementing digital transformation initiatives to drive efficiency and cost savings. Displayed expertise in streamlining processes, optimizing resource allocation and ensuring compliance with quality standards to deliver exceptional service to client. Skilled in managing end-to-end operations, from workforce planning to KPIs monitoring, with a proven ability to increase productivity and meet SLA targets.

Senior Operations Manager | Natwest Group | Gurgaon, Haryana

Corporate Onboarding Process | British Banking | Nov 2019 - Aug 2023

- Team Leadership: Successfully led a diverse team to achieve predefined team objectives, bank’s vision and mission
- Onboarding Customer: Reduced monthly escalations volume through implementation of digital from 300 to 180 mails (40%)
- Performance Monitoring: Shared timely constructive feedback with team tracking their daily performance and built a strong team
- Cross-Functional: Participated on department level initiative acting as a mediator to bridge gaps between L&D team & operations
- Process Analysis: Reduced customer waiting time through analyzing the data from 25 cases to 15 cases per day from 19% to 11%
- Collaboration: Streamlined processes collaborating and sharing best practices cross-functionally and to achieve common goals
- Risk Management: Mitigated process gaps through effective risk ownership and conducting periodic risk assessments within team
- Cost Saving: Converted manual processing through automation in Mandates & Signature process resulted annual saving by 30%
- Project Leadership: Initiated projects identifying gaps and opportunities through SOPs and data-driven approach
- Stakeholder Management: Established strong relationships with stakeholders delivering the service in time & meeting their needs
- Data-Drive Approach: Analyzed monthly volumes of BBLs project resulted to eliminate duplicate work by 29% (35k to 25k cases)

Assistant Operations Manager | Natwest Group | Mumbai, Maharashtra

Commercial Secured & Unsecured Debt Management | British Banking | Dec 2014- Nov 2019

- Crisis & Incident Management: Developed plans to realign resources for handling operational disruptions & business continuity
- Efficiency Gain: Activated monthly auto payment on the accounts made timely revised EMI reduced vol. from ~650 to ~560 case

Subject Matter Expert | Natwest Group | Gurgaon, Haryana

Corporate Onboarding Process | British Banking | Oct 2008 - Nov 2014

- Process Management: Processed cases timely performing on pre-checks and validated bank legal and KYC documents
- Customer Satisfaction: Resolved 100% escalations within 24 hours maintaining SLA and achieved high level of client satisfaction

Senior Customer Support Officer | Mphasis En EDS Company | Noida, Uttar Pradesh

Airtel Process | Jul 2007 - Nov 2008

- Inbound Process: Handled 120 incoming calls daily and resolved customer queries raised on Airtel postpaid bills within AHT
- Revenue Growth: Increased revenue by cross-selling and up-selling add-on products and improved customer service
- Achievements: Studied customer data & usage and offered customized plans enhanced customer satisfaction upto 4%

Sales Executive | GE Money (TeamLease Contractual Payroll) | New Delhi

Consumer Products | Unsecured Loan | Aug 2006 - Jun 2007

- Process Details: Offered and sold personal loan making calls to the customers those financed consumer products in PAN India
- Training: Created plan of action to provide process training from start to end and coached new joiner to achieve monthly goals.
- Sales Excellence: Exceeded sales monthly and quarterly targets and recognized by 2 star performance awards

Education

- Project Management & Agile Project Manager (Scrum Master) Certified by Google | Year 2024
- Master Management Certification | Natwest Group | Year 2018
- Graduate: Bachelor of Art in English | Full Time | Choudhary Charan Singh University | Meerut | Year 2002-2005

Skills

- Process Simplification, Continuous Improvement & Data Driven Approach
- Leadership Skills & Team Performance Monitoring
- Escalations Handling and Stakeholder & Risk Management
- Operations Management, Data Analysis, Conflict Resolution & Problem Solving
- Team Motivational Skills and Excellent Written & Verbal Communication
- Time Management & Ability to use Asana, MIS Reporting and MS Office (Excel, PowerPoint, Word, Outlook)
- Attention to Detail, Bold Decision Making, & Negotiation Skills

Languages

- Fluent In English & Hindi