MANISH M PATIL

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**SENIOR MANAGEMENT PROFESSIONAL**

*Scaling new heights of success and leaving a mark of excellence in managerial assignments which involve analytical capabilities and professional growth in* ***Business Process Automation | Operations Management*** *with an organization of high repute*

**Executive Summary**

* Result-oriented professional offering **nearly 14 years** of rich experience in **Operations Management** and **Business Process Automation**
* Proficiency in **running successful method-oriented operations** and taking initiatives for business excellence through process improvement
* Rich experience in **managing entire process operations** with an aim to accomplish corporate plans & goals and maximizing customer satisfaction, process compliance, and so on
* Significant exposure in **setting out quality standards** for various operational areas and implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
* Expertise in **preparing & presenting various weekly / monthly MIS reports** pertaining to process & productivity
* Exhibited excellence in **ensuring that daily volumes** are worked in a timely manner, in full compliance with risk management & financial policies and compliance requirements
* Efficient organizer, motivator, team player and a decisive leader with the skills to motivate teams to excel and win

**Finance Expertise’s**

* **Business Process Automation**: Undertaking responsibilities of removing unnecessary procedures in processes; ensuring uniformity in the process understanding at the client’s and the organization’s end.
* **Operations Management:** Defining service standards & guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation.
* **Audit & Compliance:** Conducting internal process audits & process reviews for ensuring strict adherence to the process parameters / systems as per defined guidelines
* **Customer Relationship Management:** Mapping client’s, identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* **Training & Development:** Undertaking validation & development of courses and training material; preparing training exercises, questionnaires, assignments for various levels.
* **People Management:** Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| * Business Process Automation * Release Management * Stakeholder / Client Management * Defect Management | * Scripting & Documentation * Operations Management * Technical Support * Training & Development | * Requirement Gathering * Audit & Compliance * Quality Assurance * People Management |

**Executive Experience**

**AMDOCS as *Software Development Specialist (Feb’20 - till now)***

***Process: Billing Operations & Audit***

***Project: US Cellular***

**Key Result Areas:**

* Designing automated process solutions in accordance with standard design principles & conventions
* Providing guidance to team members to encourage work productivity; ensuring that the deliverables as per the specified time frame
* Supporting existing processes and implementing change requirements as part of a structured change control process
* Solving issues that arise in day-to-day running of automated processes and providing timely responses & solutions as required
* Supervising the entire resource management on a daily basis; designing the Team Roster as per the Billing Plan
* Organizing & chairing Monthly Team Progress review and sharing the feedback on the same
* Processing & rendering Cycle Approvals as per the process requirements
* Collating, preparing & maintaining reports on a daily, weekly & monthly basis
* Participating in weekly / monthly meetings with key internal stakeholders and providing updates on outstanding issues
* Performing:
* Daily Recon Validation
* Internal Bill Cycle Audit and forwarding status mail to the stakeholder / top management
* Billing Control check (RC, OC, UC, Discount, High Payments & High Discounts) and preparing & forwarding reports to the management
* Evaluating Revenue & Leakage Prevention and duplicate RC & OC buckets
* Managing the activities related to:
* Backdated Charges and Adjustments
* Production Cycle Hold and Release
* Carrying out bill run checks and sharing the status on the same
* Analyzing & evaluating the Cycle Trend and performing special check & implementations activities

**SCIENTIFIC GAMES as *Team Lead (Jun’17 – Feb’20)***

***Process: Digital Gaming***

**Key Result Areas:**

* Acted as a Team Lead (Tier 1 & Tier 2) in Scientific Games; maintained track of new game released and there blocking factors
* Spearheaded & directed the Teams based out at Pune & Bengaluru; team size was 20 personnel who works 24x7
* Generated & maintained reports on a weekly, monthly & quarterly basis and forwarded the same with Management
* Organized & imparted training to team on process and new release game & its features
* Evaluated the tickets raised by Partner to identify upfront Road Blockers; prepared test plan for based on Issues reported on new release games.
* Offered support to Play for Real (Real Money) and Social Games (Play for Fun) Games for Partners
* Worked on issues raised by Partner on Production / Testing environment and end player’s issues
* Framed work direction & plan for associates, assigned work accordingly and performed audit on a daily basis
* Checked on daily reopen tickets, performed root cause analysis, eliminated issues at source and prepared workaround to reduce reopen
* Coordinated with Platform Development Team and Game Studio Team
* Participated in Release & Deployments Meeting, prepared notes and shared the same with Management & Team
* Handled Game Bet level configuration on partner basis and blocked & unblocked games for partner & different Datacenters
* Prepared & maintained reports on Games issues on a weekly basis
* Created Team Roster and ensured smooth on a daily basis; regularized Attendance and managing Comp-off
* Calculated Shift allowance for every Team member on monthly basis and sharing data with Management & Finance

**Accomplishments:**

* Merit of receiving the opportunity to manage the team based out at Bengaluru location on the basis of the performance of the Pune location team

**AMDOCS as *Senior Subject Matter Expert (May’10 – Jun’17)***

**Key Result Areas:**

**Process: Vodafone IOT (Manual and Onboard Customer Billing)**

* Collated data for IOT Customers from Mediation Server and updated the same to Local System for billing
* Processed the data based on Billing Plans, prepared invoice and uploaded the same on Mediation Server
* Designed tentative plan & check list for Billed customer for the month
* Gathered of all the required raw CDR files for Billed customer and copy them on local machines
* Prepared manual billing; updated existing Excel & Access database files and SQL tables as per the new Plans
* Performed trend analysis to check for Missing Data before billing
* Created invoices for the customer as per the billing rules
* Carried out Audit on invoices and compared them with trending reports; shared it by placing them on Mediation Server
* Obtained confirmation from Customer for zero defect and marked billing as complete

**Process: Sprint RA (Bill Validation Team)**

* Dealt with Preparing Testing DB and validated new release functionality before the production
* Monitored & coordinated with other team and management to meet the laid down timeline
* Coordinated with all team involved in release activity and updated management on daily progress on release
* Performed end-to-end reconciliation of cycle data copied to testing DB prior Test release run
* Identified & gathered client’s new request for release and prepared test checks accordingly
* Monitored release map, escalated the defect / stuck job to relevant team and followed on till resolution
* Ensured readiness of Testing Database to perform Test Release Run Audit; maintained space, clean old logs and condensed old release data from system
* Carried out ‘Financial Audit’ and ‘End to End Audit’ to find the leakage & defects in run and escalated to relevant team to get them resolved; maintained all the test cases which were audited and Defect identified in testing environment
* Supervised the Defect Management process which includes opening a defect, keeping a track on defect, finding out fix for the same and to ensure the fix has to be implemented in the next run
* Generated Release Run Audit Report and shared the same with management & client
* Prepared for next run of Release, preparing of check sheets and coordinated with Development Team to get new CR Binary in Testing DB to upgrade the Billing Code

**Process: Revenue Assurance**

* Scrutinized daily billing cycle and ensured no revenue leakage or over charges in Billing cycle; checked all existing / new functionality as per expectation for Retail & Wholesale
* Prepared & updated Team for upcoming release changes
* Chaired sessions with team to clarify their doubts and make them aware of defect found in Testing environment & resolution given by Development Team
* Monitored Billing Cycles using Control-M application (along with Billing Schedulers) in order to keep the Client updated on any variations in cycle deliverables
* Coordinated with clients on daily Billing Status call; assigned daily task to team and performed weekly auditing of their task
* Performed various QA validations on Billing Cycles (Retail/Wholesale) using CSM-On lines/Toad / SQL Developer to identify the revenue-impacting and display issues; created documents for Audit Process to meet the ISO standards
* Carried out special checks whenever any CR was pushed to production during release/build
* Coordinated with scheduling team for process cycle approvals & confirmations

**Previous Organization’s Experience**

**Tech Mahindra Ltd. as Sr. Subject Matter Expert (Operations Analyst) (Dec’06 – May’10)**

**Process: IOBAS (Inter Operator Billing and Accounting System)**

**ACADEMIC DETAILS**

**M.Com.** from PG Dept. of Business Studies, Sardar Patel University in 2006

**B.Com.** from K.J. Somaiya College of Arts & Commerce, Mumbai University in 2004

**IT SKILLS**

**Languages:** SQL and PL/SQL

**Billing Tools:** Grafana, Jenkins, Dynatrace, Control M, UTC, CSM, CRM, Ensemble, Enabler, Turbo Charging and Subex Azure INCA

**Platforms/OS:** UNIX, Linux and Windows 2000 / 98 / XP

**Case Tools:** Toad, Access Database and SQL Developer, Putty

**Database(s):** Oracle 9i / 10g

**EXTRACURRICULAR ACTIVITIES**

* Merit of representing AMDOCS in Badminton Tournament during Corporate Olyimpia-3 2014, Pune
* Won 2 Gold Medals in Swimming Tournament during Corporate Olyimpia-3 2014, Pune
* Won 1 Silver Medal & 1 Bronze Medal in Swimming Tournament during Corporate Olyimpia-2, 2013 Pune
* Played in Volleyball Tournament at National Level & 2 Cluster Levels
* Represented University in Badminton Tournament at West Zone Level