


Yogesh Kardak

Program / Project Manager



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EDUCATION

MBA (Operations Management)

National Institute of Industrial Engineering, Mumbai.

Jun 2010 – Apr 2012

Bachelor of Engineering (Computer Science)

Shri Govindram Seksaria Institute of Science & Tech., Indore.

Jul 2004 – Apr 2008

CERTIFICATION

Awarded **Lean Six Sigma Green Belt** by National Center for Quality Management – Oct 2011.

Certified **Executive Development Program on Derivatives** by Dun and Bradstreet – Feb 2011.

Certified **Advance Google Analytics** – Jul 2020

PERSONAL INFO

Date of Birth: **28-Apr-1986**

Gender: **Male**

Marital Status: **Married**

Nationality: **Indian**

Language Known: **English, Hindi**

Interests:

- Participation in sports activities (especially Cricket).
- Participation in patriotic events as well as Sales & Marketing events.
- Reading Books.

PROFFESIONAL SUMMARY

Solutions-driven **Program / Project Manager** skilled in **Strategy, Process Improvement** through implementation of quality tools to reduce defects and increase revenue in the Banking and E-commerce industry. Experience in **business process improvement**, data analysis and **project management**. Good exposure to **SQL, Tableau and Statistical tools** for effective deep dive and data representation. Also efficient at leading cross-functional teams and driving them in the attainment of business goals. Certified **Lean and Six Sigma Green Belt** Professional. Completed **Masters in Business Administration (MBA)** from **NITIE, Mumbai**.

PROFESSIONAL AND TECHNICAL SKILLS

- Lean tools and Six Sigma implementation
- Business Analysis / GAP Analysis
- Process Improvement
- SQL and Tableau
- Problem-solving
- Strong Stakeholder Management
- Advance Google Analytics
- Proficient in Microsoft Office tools

PROFESSIONAL EXPERIENCE

Strategy Consultant Mythoby - SWVL, Dubai	Sep 2020 – Feb 2021
Program Manager Amazon.com, Mumbai - Dubai	Mar 2017– July 2020
Project Manager HDFC Bank Ltd., Mumbai	Mar 2015– Mar 2017
Project Manager Axis Bank Ltd., Mumbai	Jun 2012– Mar 2015
Network Executive Centronix Pvt. Ltd., Indore	Dec 2008– Feb 2010

ACHIEVEMENTS

- Winner "Orange Cap" in Last-Mile League (Annual R&R event) for Payments through **Bharat QR Pan India Launch** - Amazon.com - 2018.
- Awarded as **Winner** of **10th National Competition on Lean Six Sigma** for Project on Loan approval rate of Rural Sector by **CII** (Confederation of Indian Industries) - **HDFC Bank - 2016**.
- **Winner -World Quality Congress**, Global Awards for Excellence in Quality Management Leadership under category Planning, Processes and System - **HDFC Bank - 2016**.
- Awarded for excellent contribution in **Retail Asset Project (Document Tracking System)** by CEO- Axis Bank - 2015.
- Awarded for Service Deliverable Project on **Customer complaints** by Retail Lending Head, Axis Bank - 2014.
- Appreciated on Review and Improvement of **Digital Application Platform (DAP)** by **CEO - HDFC Bank - 2016**.

CAREER HIGHLIGHTS

Strategy Consultant - Mythoby, Dubai:

- **Develop Strategy** to set up ecommerce business for **customized tailored Kandoras**.
- Introduced **Social media campaign** and **Chat Bot process** to acquire leads and automate responses for customers.
- **Designed Email campaigns** for existing customer to increase the repeat purchase from the website
- Setting up **delivery operations** from manufacturer to tailors and then to customers.

Program Manager, Concessions - Amazon.com, Dubai:

- Ownership of the **Concession Program** for Middle East marketplaces.
- Introduced **concessions reporting** for UAE, KSA and Egypt marketplaces through deep dives and set up **Tableau dashboards** to create baseline for concessions goals.
- **Align business owners** on concessions goals and drive **strategic projects** to reduce **concessions by 10% YOY**.
- Set up **fraud detection mechanism** to prevent fraudulent transactions by customer service associates (caught three customer associates with invalid concessions issued up to \$175K to particular customers).
- Launched "**Pro-active Concessions**" where shipment fee is refunded to customers when promised delivery date is missed by Amazon thereby **reducing 3100+ contacts per year**.

Program Manager, Payments - Amazon.com, Mumbai:

- **Zonal Program Manager** for driving **digital payments** at last-mile across five major states in India.
- Launched **payment through QR code (Bharat QR)** from a mobile application for cash on delivery (COD) shipments resulting in a rise in digital transactions by 16K per day across 800+ delivery stations.
- **Maintained availability of point 15K+** mobile point of sale (mPOS) machine across **200+ delivery stations** across the west zone.
- Initiate and drive new **operational projects** at last-mile delivery stations to improve **Amazon Wallet usage by 13%** for cash on delivery customer.
- Endured operational drive through **stakeholder management** to amplify the **digital transactions** on COD shipments by **64% (From 14% to 23%)**

Project Manager, QIG – HDFC Bank, Mumbai:

Major Projects Handled:

- **Pan India Go Digital Drive:** Providing customized solutions at branch level and implant best practices to convert high valued customers on digital platforms.
- **Review Digital Application Platform (DAP):** Audited end to end performance of DAP channel for retail businesses and identified gaps to increase the conversion of leads by 32%.
- **Improvement in Wholesale Banking Business A/c opening process:** Reducing business loss by reducing First Time Not Right Cases in account opening process.
- **Online Branch Report Verification:** Transformed manual process of verification of day end reports at branches to online medium thereby saving cost of Rs11Mn per year.
- **Interactive Voice Response (IVR) for Retail Asset:** Reducing cost per call received at Bank's end by designing IVR for Personal/Auto/Two Wheeler Loans.

Project Manager, Retail Asset – Axis Bank, Mumbai:

Major Projects Handled:

- Launched **Document tracking system** based on the barcode for customer's **retail asset critical documents** resulting in efficient storage and retrieval of 600K document.
- **TAT Reduction of Part Payment Process:** Reducing processing time for part payment process by the reduction in the number of screens by 29% while processing customers request.
- **Service Delivery Complaints Analysis:** Performed root cause analysis of customer complaints and provide necessary and critical input to service delivery team.
- **Set up a quarterly Audit process** with Document storage vendors to ensure on time delivery of services as per contract.