

PRADOSH S RAO

MIDDLE MANAGEMENT PROFESSIONAL

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Visa: Valid USA B1/B2 | 2027

An astute and results-driven Senior Management Professional with over two decades of success in operational leadership, business process reengineering. Administering large-scale transformation initiatives, process automation, risk mitigation strategies, and workforce optimization across global delivery environments. Leading complex engagements across domains such as Accounts Payable/Receivable, Financial Operations, Process Transition, and Client Relationship Management. Recognized for building high-performance teams, driving KPI improvements, enhancing service delivery models, and implementing lean operational frameworks. Currently advancing project management capabilities through PMP certification to expand impact within IT, Healthcare, and Technology-aligned roles with proven track record of managing high budget portfolios, spearheading strategic initiatives, and aligning operational deliverables with overarching business objectives.

SKILL MATRIX

Strategic Operations Management | Process Re-engineering & Six Sigma Practices | Mergers & Acquisitions | P&L & Budget Ownership | Accounts Payable/Receivable Management | Cross-functional Team Leadership | Business Continuity & SLA Governance | Stakeholder & Change Management | Risk Assessment & Mitigation Strategies | Escalation Governance & Compliance Audits | Capacity Planning & Workforce Realignment | Digital Transformation & Process Automation | Lean Methodology & Gap Analysis | Client Engagement & Global Transitions | Data Analytics (MIS, KPI, SLA Reports)

PROFILE SUMMARY

- Excellent in architecting enterprise-level operational strategies, aligning business objectives with executional capabilities through structured governance, scalable workflows, and transformation-driven operating models
- Fostering collaborative ecosystems across executive stakeholders, interdepartmental teams, and global clients, ensuring synchronized operational delivery, conflict resolution, and executive reporting within dynamic business environments
- Skilled in deploying performance management frameworks, workforce optimization protocols, and talent utilization strategies to streamline service delivery, boost internal agility, and drive continuous improvement across multi-domain operations
- Proficient in instituting internal control systems, risk containment matrices, and audit-readiness processes to reinforce compliance standards, mitigate operational liabilities, and fortify enterprise resilience under regulatory mandates
- Specialized in designing and executing high-impact change management initiatives and process reengineering frameworks, leveraging gap analysis, capability mapping, and workflow automation to embed sustainable operational excellence
- Possesses strong command over leadership lifecycle strategies, including career pathing, engagement modeling, and behavioral coaching to cultivate high-performing teams, nurture future leaders, and embed a culture of accountability and innovation

TECHNICAL SKILLS

SAP | Oracle Financials | QuickBooks | Zoho Finance | MS Excel (Advanced) | MS Project | ServiceNow | Jira |

PROFESSIONAL EXPERIENCE

Meta 16 Labs Healthcare – Bengaluru, India

Account Manager Finance | Feb'25 – Present | Key Result Areas:

Leading operational finance transformation and client engagement strategy in a mid-sized healthcare firm

- Devised robust tracking methodologies to monitor project milestones, aligning deliverables with strategic timelines and budgets
- Spearheaded end-to-end invoice lifecycle management, optimizing collections, approvals, and reconciliation to ensure zero overdue balances
- Cultivated high-impact client relationships by functioning as a primary liaison between stakeholders, delivery teams, and executive leadership
- Conducted transactional audits to identify procedural inefficiencies, enhancing financial transparency and compliance
- Partnered with interdepartmental stakeholders to resolve invoice disputes, ensuring continuity of operations and stakeholder satisfaction

Oracle India Pvt Ltd – Bengaluru, India

Operations Manager | Aug'11 – Sep'24 | Key Result Areas:

Strategic Focus: Business Optimization | Talent Development | Financial Process Management | Client Delivery

- Pioneered multiple process optimization initiatives, achieving up to 15% improvement in operational throughput through standardization, automation, and resource realignment
- Directed Accounts Receivable operations for global clients, managing large-scale E-invoicing initiatives and ensuring compliance with statutory frameworks
- Played a pivotal role in Mergers and Acquisitions by managing operational integration, aligning legacy processes with new business models, and supporting due diligence activities to facilitate smooth post-merger transitions
- Developed and institutionalized performance management systems to drive accountability, productivity, and team morale across functions

- Acted as a strategic advisor to leadership on employee engagement programs, drastically reducing attrition by over 20% through culture-based interventions
- Designed scalable models for capacity planning, ensuring effective workforce deployment during business transitions and peak operational demands
- Created comprehensive SOP documentation and knowledge repositories, enhancing training effectiveness and onboarding timelines
- Delivered advanced analytics dashboards (Daily/Weekly/Monthly) to inform decision-making at the leadership level, ensuring a data-driven governance structure
- Managed critical process transitions with minimal service disruption, facilitating seamless migration of services across geographies
- Standardized reporting processes across global operations, improving accuracy and stakeholder visibility by 30%
- Implemented Lean Six Sigma methodologies, contributing to a significant reduction in cycle times and operational delays
- Successfully delivered organizational initiatives in career progression, fostering a high-performance culture across delivery centers

First American India (FAI) – Bengaluru, India
Assistant Manager – Operations & Finance | Mar’04 – Jul’11 | Key Result Areas:

- Directed large-scale AP operations, including PO matching, vendor payment cycles, reconciliations, and compliance with US GAAP standards
- Drafted and managed insurance contracts for clients across Canada, the US, and the UK, ensuring compliance with regional regulations and alignment with corporate policies
- Played an integral role in monthly closing and MIS reporting, facilitating accurate and timely reporting to corporate headquarters
- Partnered with the Industrial Engineering team to perform Time & Motion Studies, significantly enhancing measurable KPIs and eliminating process bottlenecks
- Implemented robust quality assurance frameworks and set up a dedicated internal Quality Control (QC) team, reducing operational errors by 20%
- Introduced job instruction breakdowns and detailed SOPs, ensuring procedural clarity and minimizing deviations during audits and reviews
- Rolled out an internal audit program aligned with global audit standards, significantly enhancing operational transparency and risk mitigation
- Played a critical role in vendor relationship management, improving satisfaction metrics and turnaround time in issue resolution by over 25%, further initiated career pathing programs, ensuring succession planning and reducing management-level attrition

EDUCATION	CERTIFICATIONS & TRAINING
❖ MBA – Finance & Production/Operations Management Swami Vivekananda University 2022	🚩 PMP Certification – In Progress Simplilearn
❖ Bachelor of Science – Computer Applications BHS FG College, Bangalore University 2007	🚩 Fundamentals of Project Management – SKIL Institute
❖ Pre-University - PES College, Bangalore 2000	🚩 Training Within the Industry (TWI) – Leadership and Standard Work
❖ SSLC - Auden Public School, Bangalore 1998	🚩 Certified Lean Practitioner – (Pending)
	🚩 Negotiation Skills Certification
	🚩 Communication Skills at Work place Certification

INTERNATIONAL EXPOSURE

Successfully traveled to the United States twice to lead critical project migration initiatives, ensuring seamless knowledge transfer, process stabilization, and minimal business disruption during transition phases