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# Vishnu Pillai

## Business Analyst Manager

### SUMMARY

Exceptional Project & Business Manager successful at directing change management initiatives requiring fast-paced execution while resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while improving efficiency and quality of systems. More than 7 years of experience in Business & Project management with proven success in E-commerce industry. Offers strong analytical, planning and organizational skills to manage competing demands.

### KEY SKILLS

Project & Business Manager

Change management

Problem Solving

Customer Experience

Business & Project management

E-commerce industry

Process Modelling

Predictive Modelling

Research And Trend Analysis

Strategic Planning

Data Analysis

Project Management

Requirements Management

Stakeholder Analysis & Management

Staff Management

Multi-Site Operations

Analytics

CC/CE

CRM

data mining

visualization

GUI automation

### PROFESSIONAL EXPERIENCE

#### Business Analyst Manager

Jun '19 - Invalid date

##### Myntra Designs Pvt Ltd

Bengaluru, Karnataka

*Management, Policy and Governance*

Myntra Designs Pvt Ltd, Bengaluru, Karnataka

Scope: WFM & Analytics

Span: 4 FTEs

Roles & Responsibility:

1. Ensuring customer data is available for decision making across CC/CE & SCM.
2. Analysis of Key opportunity areas for process improvement.
3. Requirement Analysis and Planning for CRM & BI Changes.

Projects:

1. Defining KPIs and Metric Visualizations for CC Operations & SCM Complaints.
2. Established CC Analytics team and engaged in the process ranging from hiring DAs, tools for tracking request and Analytical tools for data mining & visualization.
3. CC Table Restructuring & Data Normalization - Data Pipelining and data definition for setting up CC Data Infrastructure. Included creation of Normalized data tables for faster retrieval of information and log tables for deep-dive analysis.
4. Defined CC Volume distribution for real-time consumption integrating disjoint channels and CRM systems using GUI automation on Python.
5. Refunds team automation - Automation of Manual Refunds activity using GUI automation.

#### Operations Manager

Jan '17 - Jun '19

##### Myntra Designs Pvt Ltd

Bengaluru, Karnataka

*Management, Policy and Governance*

Myntra Designs Pvt Ltd, Bengaluru, Karnataka

Scope - Task & Refunds Team

Span: 90 In-house FTEs and 120 Partner-site FTEs

Role & Responsibility: 1. Ensure Operational KPI are met.

2. Track and rectify any operational breakages with stakeholder engagement.

3. People Management with People first approach.

4. Coaching and Training for immediate Team Leads, Team Captains and Analyst.

Projects:

1. Established BCP for Task Team Achievement: FTE cost reduced by 40% and the process established to outsource routine activities. Cost-Benefit: 3.12Cr for FY 2018-19

2. Jabong Multi-tenancy Project for process & policy integration

Achievement: Jabong CC/Refunds Process and Policy migration to CC platform. Enabling automation benefits on Myntra platform. Benefit: FTE requirement reduced by 60% during the process transition phase. Refunds information retained and made available for Legal compliance.

#### Team Manager

Jun '14 - Dec '16

##### Myntra Designs Pvt Ltd

Bengaluru, Karnataka

*Management, Policy and Governance*

Scope: Email & Task Team

Roles & Responsibility: Facilitated daily and weekly meetings to communicate team performance goals and results. Led employee relations through effective communication,

Python

SQL

MS Excel

Minitab

Data Analysis

coaching, training and development. Drove performance of staff by creating incentives and positive work atmosphere and administering recognition and rewards programs. Administered monthly and annual reviews to direct reports and set clear and measurable goals, action plans and follow-up procedures.

Projects: 1. Customer Care Task Team Automation: Achieved 70% automation in Manual Activity with the establishment of analyst team and leveraging SQL, Python and CRM tool changes.

Benefit: 6.3Cr in FY 2014-15 2.

Hard-stop Policy Definition: Hard-stop policy for customer complaints breaching extended promise timelines post stakeholder consensus. Benefit: 13.6hrs improvement in Time taken to Resolve

## Escalation Supervisor

Aug '13 - May '14

### Myntra Designs Pvt Ltd

Bengaluru, Karnataka

*Management, Policy and Governance*

Myntra Designs Pvt Ltd, Bengaluru, Karnataka

Scope: Escalation Desk Supervisor

Roles & Responsibilities: 1. Handling critical customer escalation received from Social Media or higher management.

2. Preparing and sharing RCA and troubleshooting process deficiencies.

3. Sharing Feedback and Suggestions to departments causing defects.

Projects: Dive N Save Analysis: 5 step process to reduce customer escalations.

a. Reaching out and resolving the customer issue.

b. RCA and documenting the issue and its attributes.

c. Highlighting defects to stakeholder departments.

d. Daily/Weekly Reporting to Higher management along with Pareto analysis of defects with the point of failures.

e. Close looping with a status update on agreed changes.

## EDUCATION

### BE: Electronics and communication

Jun '08 - Apr '12

#### RRCE

Bengaluru, IN

*Bachelor*

### XII: PCM KV AFS

Jun '06 - Apr '08

Bengaluru, IN

*Secondary Education*

### BSF Sr. Sec. School

Jun '06 - Apr '08

Shillong

*Secondary Education*