



G. Jijo Babu

Manager Process Improvement



CONTACT:

+91-9013772016



LINKEDIN:

<https://www.linkedin.com/in/g-jijo-babu-83b4b448/>



EMAIL:

jijo_geevarghese@yahoo.com



CERTIFICATIONS:

PRINCE2- AXELOS

Scrum Master- Scrum Alliance

Lean & Six Sigma Green Belt- Genpact

Project Management- Genpact & Capgemini



SCHOLASTICS

Executive Program in Business Management- IIM Calcutta- 2019

Post Graduate Diploma in Business Management- Symbiosis- 2013

Bachelors in Business Administration- PTU- 2010

Sr Secondary- CBSE- 2007



FAMILIAR SOFTWARES

- ERP - SAP, ORACLE & BPCS
- O365- Power Automate, Power Apps, Microsoft Project, Power Bi, SharePoint MS Forms, Excel, Word, & PowerPoint
- Mailing SW-Lotus & MS Outlook

Career Conspectus

Enthusiastic middle-level **Certified Scrum Master & Project Management (PRINCE2)** professional with skills in **Agile** planning and leadership. Astute & diligent professional with significant **10 years** of experience in **Process improvement, Project Management, Order to Cash, Procure to Pay, Transition, Transformation & Operational Risk Management**

An accomplished individual with strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen.

Possess a very strong understanding of the specific business processes being addressed; fast learner with high energy and drive to exceed expectations coupled with good comprehension of Business Analytics and Operations.

Transition Projects

- Beijing, China- - SCM Project Transition | **Capgemini**
- Sydney, Australia - Account Logistics Transition Project | **Capgemini**
- Melbourne, Australia -SCM Project Transition and Transformation | **Genpact**

Transformation Projects

- **Product Management Process digitization-** Automating the approval flow and measuring the product performance in pilot phase with the proposed figures (**Home Credit**)
- **HR Grievance Management digitization-** Automating the grievance ticket assignment and continuous monitoring on the resolution (**Home Credit**)
- **Phone Number Masking-** Mitigation to vishing fraud by limiting the customer phone number accessibility in the organization and providing the workaround for the processes (**Home Credit**)
- **RPA for order management** Lead the designing of RPA for Order-execution and eradicated the non-value adds which sums up to 25% of the volume (**Genpact & Capgemini**)
- **Claims Reduction & duplicate Claim processing-** Identified the root cause of high value claims and reduced the waiver threshold to attain a profitable outcome (**Genpact**)
- **Order Tracking mechanism-** Lead the designing of a platform where delivery status will get auto updated and providing provision for downloading POD and invoices



Accomplishments

- Featured in companies Newsletter in the Hall of fame segment, for PAP process digitization, Employee of the Quarter- 1 (**Home Credit**)
- Employee of the Quarter -2 times & Team of the year- 1 time (**Genpact**)
- Master Blaster-2 times, Soaring Eagles- 7 times, Team of the quarter- 2 times and Team of the Year - 1 time (**Capgemini**)



Key Competencies

- Scrum Master
- Project Management
- Global Process Transitions
- Change Management
- Team Management
- Client Relationship Management



Key Strengths

- Consensus builder
- Strategic Negotiator
- Leader & Motivator
- Quick learner

Professional Abridgement & Career Contour

Home Credit - Process Improvement/ Operational Risk Manager July-2019 to Present

- Diagrammed and evaluated existing process to identify gaps and devise solutions
 - Develop and execute activities related to **end-to end** project management, including **project plans and estimates, scoping and requirements** through **implementation and deployment**.
 - Preparation of project plans, charter, business case and delivery schedules based using **Agile/Scrum or Traditional methodology**.
 - Preparation of **risk register, lesson logs & issue register** to capture challenges and ensure a control on tolerances
 - Collaboration with technical teams & business SME to ensure projects are delivered and executed in alignment with the overall project plan
 - Guide & monitor **daily progress of work, perform quality review** & escalate functional, quality, timeline issues if needed.
 - Implemented **risk avoidance & mitigation** strategies to eliminate hazards, activities and exposures that could negatively impact the business (**FMEA**)
 - Lead and promote continuous improvement efforts, using **Practical Process Improvement (PPI)** business system
- Digitization Projects -**
- Data leakage preventions
 - Product approval process digitization
 - HR Grievance Mgt digitization

Genpact- OTC Assistant Manager Jan-2017 to July-2019

- Accountable for **transitions & transformation** in Supply Chain (OTC) for a FMCG client
- **Solution Identification**- Preparation of solution design, aligning with standards, and addresses all identified risk- FMEA
- Provided reliable and accurate information to **internal / external auditors** and management for preparation of year-end financial statements.
- Develop and/or maintain existing **metrics (KPIs)** associated with demand, supply, service and inventory management
- Communicate strategies to among cross functional teams regarding expectation, timing & responsibilities relative to Supply Chain Optimization initiatives
- Handling complex order to invoice process with multi-location team including all aspects of **Order Management** like order booking, order confirmation, customs, documentation, letter of credit, delivery, revenue booking and bank presentations
- **Resource Planning** - Grade Mix, Key decision on hiring vs. internal movement
- Establishing good liaisons with business partners/clients, seek opportunity for adding value to client and business
- Managed a staff of 18 employees; created performance reviews and development programs

Personal Dossier

Date of Birth: 18th March 1989

Marital Status: Married

Place: Bengaluru

Cappgemini - OTC Process Lead

June-2012 to Jan 2017

- Managing the **Supply Chain** end to end processes including all aspects of **Order Management** like order booking, order confirmation, custom documentation, letter of credit, revenue booking and bank presentations
- Managed a staff of **22 employees**; created performance reviews and development programs
- Accountable for **transition & leading** order management process
- Client management - Understanding customer requirement & working with team to achieve the same
- Training new hires and supporting them to come up the learning curve for order management activities
- **Transformation of processes** - driving automation
- Ensure Quick issue resolution in case of escalations
- Driving the preparation of:
 - **Project feasibility** reports in required format by the senior management to give the exact status
 - **Reconciliation** of the process, rectifying if any discrepancies
 - Measure up **SLA, TAT, Quality & Performance**

CSAV - OTC Accounts Payable Executive

Feb-2011 to June-2012

- Expediting **PO creation** as per the Invoice & claims received from CSAV agencies
- Creation Blanket Purchase orders & Special Purchase orders as per the real-time activities performed by the CSAV agencies on port & yards
- Capturing all costs of agencies in advance mode for smooth functioning of business operations
- **Dispensation of invoices for matching the desire amount** (Accounts Payable) being raised by CSAV agencies and pay them the appropriate amount on time
- Updating the **SOP's** of the AP process in RODE
- Reconciliation of the process. **AP/AR, Debit Note, Credit Note**, meeting **SLA & TAT**, price & quantity

DECLARATION

I hereby declare that all the above mention information is correct & true to my knowledge & certificates