**Vikas Mahendra**

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**Profile Summary**

**A transformation leader with 20 years of work experience looking for suitable assignment in the Customer Experience, Project management, Digital Transformation, and Operational excellence functional areas. Worked with organizations in Telecom, BPO/KPO, HR outsourcing, Transaction Processing, Banking, and Insurance industry. Top-notch abilities in organizing digital workflows, solving complex business problems, and adept in data-enabled decision making, keeping customer & business needs in mind. Experienced in leading teams driving Digital transformation, and Continuous Improvement projects with demonstrable financial & operational results. Extensive experience in managing high-performance cross-functional teams focused on driving innovation and value delivery to clients & stakeholder engagement. Working knowledge of RPA, Cloud Platforms, IoT, ML & product management methods- Agile, design thinking sprints & lean startup.**

**Key Skills & Competencies**

* Customer Experience
* Operational Excellence
* Journey mapping
* User research & Testing
* Digital Transformation
* Upsell & Cross sell
* Requirements Solicitation
* Contact center Operations
* Customer Satisfaction
* Process Improvement
* Project Management
* Training design & delivery
* Profit & Loss Owner
* Vendor Management
* Lean Six Sigma Black Belt
* Business Planning
* Cost Control
* Change Management
* Business Analysis
* Team Leadership
* Agile Transformation
* Process Automation -RPA
* Statistical data analysis
* Financial Analysis
* Design Thinking
* Application Design
* Client Presentation
* Predictive Modeling
* Scrum Master
* Client Relationship

**IT Skills:**

* **Data Analytics** - MS Excel, Minitab, SPSS.
* **Visualization** -MS Power Point, Tableau,
* **Project Management** - MS project, JIRA.
* **Process automation & BPMS** - AAE, UI Path, ARIS, MIRO, Draw.Io, MS Visio.
* **Digital Technology** - Machine learning (ML), Predictive modeling, Chatbots, Cloud & IoT.
* **Call Technology** - IVR design, Cloud based call center deployment.
* **Basic Level of proficiency in Python, &** **R**.

**Professional Experience:**

**VFS Global External Observer Development Center Jan’2019 – Jan-2021**

* Conducted Global Leadership competency assessment & development.
* Prepared Learning & Development plan & conducted coaching sessions for capability building of teams.
* Contributed to success of program by testing and improving online learning experience of participants.
* Evaluated learning management system workflow, communication and improved adoption issues.

**Riddhi Corporate Services Limited Regional Business Head** **Sept’2017 - Jan 2019**

* Responsible for strategy formulation for business growth, operations, project transition management to deliver revenue growth, new processes, positive P&L and return on investment.
* Acquired & built onsite and offsite KPO/BPO projects with the team size of 350 people across functional & industry vertical i.e., insurance, telecom, hospitality, fintech & logistics.
* Expertise in managing large distributed teams in call center, inside sales, back office and transaction processing.
* Defined and developed project scope and objective, involving relevant stakeholders to ensure financial viability, technical feasibility and customer desirability of project outcomes.
* Facilitated program management, funnel improvement and maintenance, delivering strong P/L, financial and operational results.
* Achieved 20% growth in revenue, 15% growth in client accounts, 28% improvement in margins & 95% collections.
* Set up teams for managing SOW/bid analysis, proposals and support activities for bids i.e RFP, RFI & RFQ.
* Driving customer experience & ensuring implementation of customer friendly processes for higher NPS, CES & CSAT across all sites.
* Managed processes like application processing, document verification, customer onboarding, manpower lifecycle & payroll processing, transaction experience monitoring, inbound calls & outbound sales for diverse set of clients.
* Developed plans for new site identification & acquisition, process transition, technology development, team hiring, & work force management to operationalize the process.
* Supervised a team of managers involved in transition of processes from client site to offshore or client captive site.
* Deployed cloud-based technology solutions for faster roll-out of call center sites, CRM, campaigns & analytics for BPO projects.
* Managed project work in alignment with the Statement of Work (SOW) obligations and ensured accurate team reporting of billable hours for efficient client invoicing against the project budget on a periodical basis.
* Developed call center systems for customer interaction via voice & data networks; designed user interfaces & software application for delivering of real time analytics & manual process automation.
* Maintained and improved call center operations by putting in place SLA monitoring system to identify and resolve problems; preparing and completing action plans; completing system audits and analyses; managing process improvement and quality assurance programs & installing upgrades.
* Established robust billing & collection process; collected entire 120 + days receivables close to 3.5 Cr in 90 days by dispute resolution & sound credit policy.
* Delivered impactful pitches & presentation for business development, generate buy-in from executive leadership of the client on scope, commercials & solutions.

**Reliance Communication** **Growth Path & Roles Handled July 2004 – Sept’ 2017**

**Jan’17- July’17 New Product Implementation Head – Mumbai**

* Facilitating customers usage insights into product development process to achieve better user experience (UX), minimum complaints & revenue growth.
* Designed UAT testing scenarios for mobility products, plans, recharges, enterprise products and software application as per requirement document.
* Developed and executed activities related to end-to-end project management, including project plans and estimates, scoping and requirements through implementation and deployment.
* Contributed to the successful delivery of projects through leading efforts in project management, UAT, training and deployment focused activities.
* Coached project teams to analyze current systems and processes and design a strategy for the adoption of agile best practices, enabled transition planned to Agile project methodology.
* Supervised creation of business requirement, user test scenarios, and change request documents to provide direction for project & program development to deliver business goals.
* Achieved upsell/Cross sell targets through targeted campaigns at call center, retail stores mobile app & website for revenue growth.
* Performed program analysis, risk assessment, course corrections, creatively seek solutions, and communicate program status and activities across multiple levels of management.
* Acted as a Custodian for the Agile process and ensures all scrum processes are used as intended. Protects the team, removes barriers to successful implementation, and keeps them focused on the task at hand.
* Arranged daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process.
* Developed Business Cases for senior management approval that included- actions/ solutions required to change and improve the business operations, linking actions/ solutions to very specific savings and C-Sat improvement metrics
* Provided subject matter expertise on design of user research; social listening, designed surveys, A/B testing of product & messaging, internal & external testing community.
* Facilitated design thinking sessions for ideation & solution to keep the team focused on the project deliverables.
* Led project on customer Journey transformation, problem identification, & communication across touch point for better customer engagement.
* Informed stakeholders through dashboard on testing pipeline, project schedule, channel wise upsell analytics, touch point wise complaint & revenue reversals.
* Tracked traffic/hits on website, retail walk-in, email/chat, analysis of repeat calls & visits on live channels to enable the customers to self-service channels.

**Nov’13 - Jan’17 AGM-Channel Experience & Service assurance Mumbai**

* Built scalable networks of partners for faster & error free activation of new mobile subscriber within SLA across India.
* Supervised circle managers involved in process transition from captive site to partners site, review of project planning, timelines, task prioritization, resource allocation & management of risk & escalation.
* Developed Project cost estimations, approval & summary of cost, schedule & quality for monitoring and control.
* Managed changes to the project scope, project schedule, and project costs using appropriate verification techniques.
* Performed risk analysis to minimize project risks by ensuring pre-contract and post-contract due diligence and risk assessments are completed timely.
* Sprint Planning, Daily stand-ups, Backlog refinements, Sprint reviews, Sprint Demos, Sprint retrospectives reviews with sponsors and published to team/business.
* Formulated Program objectives to drive regulatory compliance, KYC norms & budgets to achieve lowest cost to serve.
* Assessment of existing operational processes to determine automation potential & executing changes to the operational process to help increase automation.
* Managed large, complex projects simultaneously, with experience of managing IT projects with accountability for delivering to time and cost using Agile methodology.
* Executed paper-based CAF processing to digital operating model for improved cycle time and reduced cost.
* Lead Digital First program, designed & implemented “Mobile Office” for sales, distribution & service teams by creating digital workflows, applications & business analytics to work on the go.
* Partner evaluation & selection for help desk, document processing & document storage (warehousing) & logistics for better cost control.
* Developed & implemented personalized onboarding process for enterprise & HNI accounts availing voice/data/IOT service for better relationship outcomes.
* Led Six Sigma black & green level projects for Speed of Activation, Cost to serve & quality of service experience.
* Facilitated lean workouts sessions for data entry, logistics and warehouse vendors for continuous improvement.
* Designed digital service work flows -first recharge, carting & payment, on demand analytics, incentive dashboard etc.
* Established project quality and performance standards, assessed and managed risk over the project lifecycle and maintained project tracking and information systems.

**Jan’13 - Dec’13** **AGM - Customer Retentions Mumbai**

* Owner of customer experience vision across Inbound and Outbound touch points; social media, call center, retail stores for customer satisfaction & reduce churn.
* Developed proactive & reactive customer contact strategy to prevent cancellations, also use the feedback to improve product, service delivery & processes for better retention and revenue growth.
* Facilitated and documented new requirements and support in preparation of business case for initiation of new program/projects. processes, or organizational changes.
* Managed Level 2 retention help desk with team size of 45 people to support call center, retail stores.
* Conducted repeat calls analysis of call center calls & touch point data to continually improve customer journey & reduce customer effort.
* Managed end to end customer life-cycle, customer onboarding, account management, product adoption, account growth and success for retail & enterprise customer base.
* Developed predictive retention model and continuous model iteration for identification of new churn drivers and improved prediction for retention.
* Developed analytics dashboard on usage drivers and customer behaviors, gross/net revenue retention, customer retention, product usage & feature analysis and customer engagement matrix.
* Achieved higher reactivations & faster outstanding collection in 90+ debtor age by complaint resolution, enhanced value proposition & service delivery.
* Enabled creation of business intelligence, lag & lead analytics to facilitate agile decision making at all levels.
* Identified competitive risk to high value customers base & designed proactive strategies to mitigate customers & revenue churn.
* Planning & implementation of customer satisfaction & net promoter score (NPS) survey at call center, retail & social media to improve processes and reduce customer efforts.

**Tata Teleservices-Mumbai** **Service Marketing Head CDMA -Senior Manager Oct’08–May’12**

* Acted as voice of the customer in the leadership team working closely with product, marketing and network teams to implement insights and product improvements to continuously improve customer experience & ARPU.
* Tracked and reviewed performance of circle teams on a consistent basis; conducted feedback sessions with circle leadership
* Participated in the product planning process to ensure that new features & devices requested by market are prioritized and implemented.
* Developed predictive churn model on SAS platform, assisting retention & collection team to devise proactive outreach strategies.
* Achieved turnaround performance in B2B/B2C customer reactivation, collections & incremental revenue enhancement through business excellence project “SAMADHAN’’.

**Reliance Communications**  **National Customer Experience & Training Head Mar’ 07 –Oct ’08**

* Leadership in establishing service delivery KPIs, measurement criterion, score boards & customer experience Index for benchmarking & improvement.
* Driven programs management to create culture of “customer first”, continuous improvement, process automations across all functions in customer operations.
* Oversaw project estimations, development of project deliverables, established and maintained processes to manage scope throughout the project lifecycle.
* Lead Six Sigma Black Belt projects to improve network performance, collection performance, cost of service delivery across touch points, error reduction in billing & to improve customer satisfaction.
* Transformed Learning & Development model, reduced the cost by 60% & improved training per employee by 30%.
* Rolled out E-learning & class room trainings for distribution channels & collection agencies for better customer service.
* Lead process reengineering project using “ARIS” process modeling tool as enabler to capture and simulate all customer service process to increase process velocity & throughput and reduce non-value-added cost.
* Successfully managed CRM & Billing system migration as project leader for RTL to RCOM, achieved 0% data loss, minimum down time & improved service experience through better UX.
* Facilitated development & implementation of RCOM knowledge portal & collaboration tool for call center & retail stores for better communication with customers.
* Managed Content creation, moderation system for FAQs, call center scripts, customer communication & trainings.
* Supervised process mapping, publishing in process depositary, knowledge portal. & automation library.

**Reliance Communications**  **Circle Customer Care Head Oct’ 04 –Feb ’08**

* Developed system for constant monitoring of clusters, zones & towns performance on specified parameters through score cards like –Circle operation Score Card, Quality Score card & Z.E Score card.
* Conceptualized and conducted Customer Feedback Management Programs like C-SAT, POS feedback, NPS & Mystery Shopping Process on monthly basis for action plan to improve service delivery.
* Delivered product and process training to call center, retail and channel teams to enable consistent service.
* As a Six Sigma Project lead, drove projects for improving Bill Delivery & Retention process in Gujarat Circle which proved instrumental in reducing the involuntary churn & bill not received issues by 15%. As part of the project enrolled 25% Corporate & 15% retail customer base in ebill.

**Idea Cellular LTD** Manager - Training and Quality Assurance **Mar’04 to Oct ‘04**

**Reliance BPO** Assistant Manager - Contact Center Training **Sep’02 to Feb’04**

**Escotel Mobile Com. Ltd** Field Support Regional In-charge (UP West)**Feb’98 to Sep’02**

**Transformation Projects:**

* Digital transformation of Sales & Fulfilment Channel through creation of e-commerce channel.
* TATA World -An Integrated Service Delivery & Retail Format for all TATA Telecom Products.
* Re-engineering of 300 business critical processes, reducing process complexity & operating cost reduction by 15%.
* Designed & Implemented “Mobile Office” pan India work force to reduce cost & increase business agility.
* Lean Six Sigma Black belt project to reduce time to activation & revenue realization.
* Lean Six Sigma Black belt Project to reduce involuntary churn & bad debt.
* 360 Customer Service Feedback Management analytics -Quality of Service Score Card.
* Transformation of Operating Model for SME segment for revenue growth & churn reduction.
* CRM transformation & integration for merged companies, 360-degree view of customer.
* Rolled out enterprise-wide Trainings on Balance Score Card, Yellow Belt, Quality Coach, Strategy Deployment
* Program management for Predictive churn modelling & implementation across touch points.

**Awards & recognition:**

* RCOM- Functional Elite Award- Dec’2014
* Facilitated Strategy workshop with McKinsey on Transformation projects.
* RCSPL 18-19 Turnaround Performance –West Regional

**Education:**

* **BCOM** -Lucknow University.
* **MicroMasters® Program in Business Management-**Indian Institute of Management Bangalore (IIM-Bx Sep-2021)
* **Google UX Design Professional Certificate -**Pursuing-June 2021

**Professional Certification:**

* **Project Management Program-**IIT Delhi**.**
* **Certified Scrum Maters (CSM)–** Scrum Alliance
* **Design Thinking–** IDF .
* **Mastering Agile Project Management**
* **AWS Cloud Practitioner Essentials-AWS**
* **AWS IoT: Developing and Deploying an Internet of Things**
* **Process Mining: Data science in Action**
* **Introduction to Machine Learning**
* **Lean Six Sigma Black Belt-** RSBQSA
* **Lean Six Sigma Yellow Belt-** RSBQSA
* **Lean Management-** Benchmark Six Sigma
* **RPA Program Manager- Automation Anywhere**
* **RPA Business Analyst-Automation Anywhere Academy**
* **Digital Transformation –** Indian School of Business Hyderabad (ISB)
* **Leading Transformation: Manage change** by Macquarie University
* **Risk Governance-Engage the board** by Macquarie University
* **The Product Management for AI & Data Science**
* **Digital Transformation-** University of Virginia
* **Introduction to Blockchain Technologies**-INSEAD
* **Agile Innovation and Problem-Solving Skills-**Project Management Center for Excellence
* **Bridging the Gap between strategy design and delivery-** PMI - Brightline
* **Managing the Company of the Future-** London Business School
* **Platform Strategy for Business-**Boston University
* **Supply Chain Management** by **Macquarie** University
* **Portfolio Management, Governance, & the PMO-** UWashingtonX
* **Product Development: Customer Journey Mapping with Miro**
* **Business Process Modeling –** IIBA & PMI
* **Building Intelligent Chatbots on AWS-**Linkedin Learning
* **Cloud Core Concepts & Architecture – CompTIA**
* **Robotic Process Automation: Tech Primer –Linkedin Learning**
* **UIPath: Robotics Process Automation – Linkedin Learning**
* **Customer Service Strategy: Profiting through Value Creation & Loyalty- IIMC**
* **Advance Google Analytics –Google Academy**
* **AWS Machine Learning Training –Linkedin Learning**
* **Edge Analytics: IoT and Data Science- Linkedin Learning**

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