**Dilip Kumar R.S**

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**Career Objective:**

Strive for excellence and learn while exploring opportunities that will help the organization and me grow simultaneously*.*

A keen & motivated PMO Analyst, with experience of seeing projects of varying scale through from initiation to completion in a busy Project Management office. Offering a full understanding of the importance of project delivery within the budget with the key aspects followed TCQQ.

**Primary Skills:**

PMO/ Analysis/ Operations Management/ Account Management/ SAP Field glass/ Recruiting/ PLC/ Info graphics/ PPT/ Vendor Management system/ Contingent workforce/ Timesheet/ Expense Sheet/ Revenue forecast/ Invoicing/ PO Creation/ Revenue forecast/ Contract maintenance/ SOW

**Certifications:**

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**Professional Experience:**

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**Feb 2019 – July 2020**

**Primus Global Technologies Pvt Ltd, Bangalore.**

**Client: - Oracle Financial Services Software Limited (OFSAA Consulting)**

* Responsible for the billing of all the employees in Offshore & Onsite for multiple banks.
* In charge of On-Boarding & Off-Boarding of the resources to the project.
* Responsible for consolidating all the invoices in the Legal & Compliance Portfolio for Standard Chartered.
* Update all candidate and project related details in SAP field glass on regular basis for Management and customer’s perusal.
* Presenting the revenue generated for the month/ quarter/ half yearly to the senior management.
* Responsible for consolidating the monthly & quarterly revenue (current & future) to the senior management depending on the number of resources in the Portfolio.
* Providing the revenue earned & left in the SOW (Statement of Work) to the clients & to the senior management, on a monthly & quarterly basis.
* In charge of the allocation of the employees to their respective project, therefore they would be billed accordingly.
* Matrix management of cross-functional teams in an international environment to maximize results.
* Overseeing all the resources in the project, complete the trainings assigned to them, to meet the compliance requested by the client.
* Scheduled concise trainings with identified interview team members, including specific time, location, position.
* Raising requests with the Resource Team to hire new resources for Onsite & Offshore as per the requests of the clients & senior management for multiple projects.
* Coordinating with the HR & the business side on the hiring of candidates for the respective clients.
* Overlooking the interview process such as screening profiles, allocating panel members for interviews with the candidates & panelists.
* Mapping resources & forecasting for multiple projects depending on the requirement set by the management.

**Feb 2012 – Feb 2019 :- (Data Analyst)**

**Client: - Oracle India**

* Creating and maintain reports that allow the company to get information on daily business activities.
* Categorize all the expenses of recruitment team and charge out the cost to all line of businesses to maintain zero balance in recruitment cost center.
* Calculate Fully Burden Cost of recruiters to arrive at Cost per hire (CPH).
* Review the recruiter’s compensation bonus plan
* Publish recruiter engagement report to Managers to give them an insight on the amount of time spent by recruiters on each line of business.
* Calculate quarterly variable bonus based on the approved compensation bonus plan designed for recruiters.
* As Data Analyst, I was constantly interacting with other departments and with the senior management, which in reality made me to gain good inter-personal skills and a pleasing personality.
* Keep a tab on the expenses of recruitment and operations teams and report Budget vs Actual comparisons.
* Collect, input, verify, correct, analyze data to measure key performance indicators - actual versus business objectives
* Drive implementation of new processes and procedures as per plan changes
Involved in various calculations such as discretionary bonus, Diversity calculations, FBC, Chargeback, ETD Analysis, Time billing, Cost allocation and Budget variance tracking
* Manage huge volume of data to suffice H.Q requirements, Ad Hoc Reporting and analysis

Global Recruiting Operations provides Business Operations support to the recruiting team globally, stand to operate as a key business partner for driving the business, and project the real time analysis and predictive forecasting for the future. Recruiting Operations is has multiple functions that include Core Operations Support, Business Intelligence professionals and Systems team.

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**Feb 2009 – Sep 2011 :- (Associate)**

**Client: Statefarm Insurance, Allstate Insurance, J P Morgan chase & BOA**

In Altisource™, I worked in processes, which involved a lot of interaction with customers and Counter parts in the US. Mostly dealt with issues/questions related to “home owner’s insurance”, “Loss Drafts Cheques” and mortgage queries.

**Responsibility:**

My job as an Associate was responsible for collection of receivables using established collection procedures on a portfolio of customer accounts.

* Contact customers on their queries and perform resolution on disputes.
* Understand the business/industry/products/services that are being marketed.
Understand and supports performance reporting, identifying service opportunities, etc.
Understand existing policies and procedures (process maps) to ensure compliance for each business unit.
* Study and implementation of various processes, documentation, process improvements, setting up and implementation of audits
* Standardization and globalization of processes and reports
* Liaison with various departments within Altisource to understand the business, Customer requirements and a member with the team which prepares Service Level Agreements
* Handling Daily status calls
* Preparing dashboards for Managers and above to analyze trends, to take decisions on business improvement
* Worked on various ad-hoc reports giving insight to business heads

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**Aug 2007 – Feb 2009:- (Sr CS Associate)**

**Clients: Verizon telecom, Bell south**

Joined as a CSR in August 2007, I had an interesting and challenging career. I was working for a major telecommunication company based in the US, which had their operations in Asia pacific, EMEA, and the US. My job was to raise manual orders for new telephone and internet connections whenever the orders from the customers has been rejected due to any system errors or legal documents to be required. I need to keep a track on each line or connection, which is newly formed Raise a service request if needed, and track the progress on the same, and communicate with the customer until we get a positive response from our customer. My job was to be in contact with the customer through chat, mails, fax, telephone and e-mails until the customers issue is resolved.

**Promoted as Sr. CSR in 2009**.

***Achievements:***

* I have successfully accomplished yellow belt project on reducing the errors, which was a trend in processing the manual orders.
* Reduced the errors, which may result in incorrect follow up leading to incorrect resolution.

**Educational Qualification:**

* Engineering Diploma in Electronics and Communication Engineering.

**Place: Bangalore**  (Dilip Kumar R.S)

**Date:**