04/14/2021

Amar Bapurao Bhosale

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|  | Profile Summary:Exceptional Business Analyst who understands how to motivate, plan, and monitor achievement of operational goals. Possesses seasoned abilities with identification of operational issues and the methods to address them. Brings a Degree in Operations Management along with overall 12+ years of operational experience which includes but not limited to **Financial Accounting (Order to Cash, Procure to Pay)** **Team** **management**, **Reporting**, **Knowledge Transfer** **(On-shore/Off shore), Quality Assurance, Customer Support (Chat/Voice – Inbound/Out bound), Retail Banking (Background Check/Credit Reporting) etc.**Core Qualifications:* Strong team-building skills
* Able to effectively assess operational inefficiencies
* Exceptionally talented at devising appropriate goals
* Good knowledge of measurable tasks
* Competent at social oral and written communication
* Excellent goal tracking and report writing

Achievements:**Awards:*** **Business Support award – Jun 2019 (Set up BCP site)**
* **All For one, one for all – Dec 2018 (Going above and Beyond)**
* **Hall of Fame Award for Feb 2017 (Best Performer of the Month)**
* **Operations Summit Award Jan 2015 (Best Performer for the 2 consecutive quarters)**
* **5 Times Grow operations through innovation award (Ideation)**
* **Best PPR award for the month of Jun 2014 (Best performer)**
* **Best PCRS award for the month of July 2014 (Best performer)**
* **1st Runner up award for Q2 2014 (Best performer)**

**Leadership:*** **Elected for Knowledge Transfer for Brazil process – ENEL(Italy)**
* **Travelled to Client location Sept -2017 for Knowledge Transfer of OTC Process -Sterlite**
* **Travelled to United Kingdom for knowledge Transfer of OM process Nov 2015-Kellogg**
* **Elected as SME for the Pilot process within 3 months -Kellogg**
* **Elected for Multiple Spoc activities like Team reporting, Attendance, Activity trackers.**
* **Nominated for Candid and Steadfast employee of the organization (Efficient services)**
* **Elected for PPR training within 6 months (Ideally after 1 Year)**
* **Elected for PCRS training Within 3 Months (Ideally after 6 months)**
* **Elected to Handle a Team on behalf of TL for a month (Wipro BPO)**

Education:

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| University/College  | Degree  | Year  |
| Symbiosis center for distance learning Pune | POST GRADUATE DIPLOMA IN BUISNESS ADMINISTRATION | 12/2013 |
| Mumbai university | BACHELOR OF COMMERCE | 4/2010 |
| R.R Shinde Jr college of Science Pune | H.S.C | 3/2004 |
| PrithviRaj Kapoor Memorial High School Pune | S.S.C | 4/2002 |

Training/Continuing Education/Certifications:

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| Course  | Company/Vendor  | Date Taken  |
| **Introduction to Spanish- Basics** | Alison | April 2021 |
| **General Data Protection Regulation** | Alison | April 2021 |
| **Lean Six Sigma Black Belt** | Grey Campus | April 2017 |
| National Counselling Vocational Training | NCVT | September 2010 |
| Certified in Attending Tally Financial Accounting program | Tally | October 2010 |
| Advanced Office automation and Financial Accounting | Keerti Computer institute | September 2010 |
| Certified in Microsoft office specialist Office excel 2007 | MICROSOFT | October 2010 |

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**Employment: -**Accenture Services Pvt. Ltd (Sep 2014 – Dec 2020)Current Project – Verizon Networks (Apr – 18 till Sep 2020)Role – Quality Analyst Job Description: QA/Team Coach**Responsibilities/Authorities:** 1. Conduct weekly/monthly Chat Calibrations Internal/External to ensure no gaps/questions in Team Leaders/QA Team 2. Monitor random chats to maintain the process hygiene.  3. Provide feedbacks to the Team Leads/Supervisor about the Teams performance 4. Pay close attention to quality of written and verbal English skills within Team. 5. Consolidate and maintain documentations for all processes including process updates. 6. To improve the process by proposing process improvement ideas which reduce the time taken and improved quality. 7. Ensure SLA's are followed and updated regularly. 8. Update the KPI's with any process updates and train the team members on process updates. 9. Creates a logical plan, realistic estimates and schedule for an activity or project segment. **Team support:** 1. Plan proper allocation of work. 2. Support Manager with Daily stats / reporting  3. Enrich team members with a clear sense of direction and understanding of each other’s  responsibilities.  4. To resolve process related issues. 5. Participate in Team building activities. 6. Perform first level quality checks and maintains QA Tracker. 7. Assist in training/educating personnel on learning and acquired skills in process. 8. Conducting performance appraisal of the team members. 9. Conducting interviews of candidates for the team. **Client support:**   1.Support the NEE batches with Calibrations, QA Sessions, Coaching’s, 2.Conduct Tollgates for NEE batches 3. Support special process requirements to meet client requests/demands. 4. To continue strengthen work relationship with Onshore Teams. 5. Apply procedures to ensure accuracy of output and adopts continuous improvement approach. 6. Always demonstrate the highest level of customer service. 7. Pay close attention to detail and follow through to resolve any outstanding issues. 8. Goes beyond immediate requests and activities to ensure both own and related tasks are  completed.  9. Participate in client conference calls and prepare 'minutes of meeting'. Project - ENEL (Ente nazionale per l'energia elettrica) – Italy/Spain/Brazil (May 2017-To April 18) Role - General Accounting Ops Analyst: Job Description: OTC/PTP – Team- 15 Fte’s **Responsibilities/Authorities:** 1. Participates in Knowledge Transfer for a process/client and acquires in depth knowledge of process as an SME. 2. Participates in various internal or client initiatives related to Process. 3. Participate in process improvement initiatives. 4. Pay close attention to quality of written and verbal English skills within Team. 5. Consolidate and maintain documentations for all processes including process updates. 6. To improve the process by proposing process improvement ideas which reduce the time taken and improved quality. 7. Ensure SLA's are followed and updated regularly. 8. Update the KPI's with any process updates and train the team members on process updates. 9. Creates a logical plan, realistic estimates and schedule for an activity or project segment. **Team support:** 1. Plan proper allocation of work. 2. Support Manager with Daily stats / reporting  3. Enrich team members with a clear sense of direction and understanding of each other’s  responsibilities.  4. To resolve process related issues. 5. Participate in Team building activities. 6. Perform first level quality checks and maintains QA Tracker. 7. Assist in training/educating personnel on learning and acquired skills in process. 8. Conducting performance appraisal of the team members. 9. Conducting interviews of candidates for the team. **Client support:** 1. Update process metrics on daily basis and maintain MIS. 2. Support special process requirements to meet client requests/demands. 3. To continue strengthen work relationship with Onshore Teams. 4. Apply procedures to ensure accuracy of output and adopts continuous improvement approach. 5. Always demonstrate the highest level of customer service. 6. Pay close attention to detail and follow through to resolve any outstanding issues. 7. Goes beyond immediate requests and activities to ensure both own and related tasks are  completed.  8. Participate in client conference calls and prepare 'minutes of meeting'.  Project – Sterlite Telecom Limited – India (Sept 2016 - May 2017) Role - Service Delivery Ops Analyst: Job Description: Team Lead – OTC Team – 12 Fte’s **Responsibilities/Authorities:** 1. Participates in Knowledge Transfer Process for a process/client and acquires in depth knowledge of process as an SME. 2. Participates in various internal or client initiatives related to Process. 3. Participate in process improvement initiatives. 4. Pay close attention to quality of written and verbal English skills within Team. 5. Consolidate and maintain documentations for all processes including process updates. 6. To improve the process by proposing process improvement ideas which reduce the time taken and improved quality. 7. Ensure SLA's are followed and updated regularly. 8. Update the KPI's with any process updates and train the team members on process updates. 9. Creates a logical plan, realistic estimates and schedule for an activity or project segment. **Team support:** 1. Plan proper allocation of work. 2. Support Manager with Daily stats / reporting  3. Enrich team members with a clear sense of direction and understanding of each other’s  responsibilities.  4. To resolve process related issues. 5. Participate in Team building activities. 6. Perform first level quality checks and maintains QA Tracker. 7. Assist in training/educating personnel on learning and acquired skills in process. 8. Conducting performance appraisal of the team members. 9. Conducting interviews of candidates for the team. **Client support:** 1. Update process metrics on daily basis and maintain MIS. 2. Support special process requirements to meet client requests/demands. 3. To continue strengthen work relationship with Onshore Teams. 4. Apply procedures to ensure accuracy of output and adopts continuous improvement approach. 5. Always demonstrate the highest level of customer service. 6. Pay close attention to detail and follow through to resolve any outstanding issues. 7. Goes beyond immediate requests and activities to ensure both own and related tasks are  completed.  8. Participate in client conference calls and prepare 'minutes of meeting'. Project – Kellogg – UKI (Oct 2015 - Aug 2016) Role - Transaction processing Sr.Associate: Job Description: SME – Order Management – 4 Fte’s  1.Orders processed expediently and accurately including but not limited to: Resolution and re-determination of price variances o Correct incompletes in order file o Daily review of order blocks or Analyze fill-rate of orders  2.Provide highest level of customer service and support to business partners and retailers.  3.Interact with sales, marketing, customer care, production facilities, quality assurance, and transportation to ensure that customer’s expectations are met.  4.Ensure new customer locations are set up and verify completion.  5.Accurately processing invoice adjustments as required.  6.Responsibilities may include customer’s ordering and scheduling of shipments via company’s website and access of their internal system.  7.Order management skills continually enhanced and best practices shared throughout the organization Major QualificationsProject – Kellogg – US-North America (Sept 2014 - Sept 2015) General Accounting Ops Associate: Job Description: SME –Credit and Collections – 6 Fte’s  **Responsibilities/Authorities** 1. Ensure that the members understand the Process End-to-End and perform on the agreed process deliverables and maintain high quality of standards
2. Provide necessary support for System trouble shooting
3. Lead in Solution of Order Management Team issues.
4. Identify and implement areas for process improvement
5. Ensure effective backup plan is in place
6. Proactively escalate issues to the supervisor/manager that require intervention/clarification from senior leadership
7. Ensure all transaction processing is in a timely manner as per CTP/CTQ and SLA
8. Ensure all the supporting documents are available to support Audit

**Financial:**1. Identify areas of cost reduction by Process Improvements [Work and Non- work related]
2. Assess risks/costs associated with process delays and timely escalating the same to the leadership team

**Client/Customer:**1. Ensure compliance with client's policies and procedures
2. Ensure timely communication to customers
3. Create adequate back ups

**People:**1. Participate in Team Initiatives/events
2. One on one with supervisor on a regular basis
3. Share ideas and seek clarification
4. Support centre sponsored Team Activities
5. Sharing best practices - (leverage the knowledge across teams)
6. Create good relations with internal and external customers
7. Working on the development of the people in the team

**Others:**1. Compliance initiatives
2. Ensure team members maintain high morale
3. Emails / Voice mails or any other communication from the customer to be responded promptly
4. Provide required MI reports
5. Lead process improvement initiatives
6. Provide Internal & External Audit Support

WIPRO BPO (April 2011 to Aug 2014)Sr. Associate in customer service,* Helping clients in claims & benefit Questions
* Work as a part time supervisor whenever required
* Work as Subject Matter expert to help colleagues resolving client’s issues

EFFICIENT SERVICES (Sep 2005 to Dec 2008)**VERIFIER: -*** Do the survey on the perspective customer who seek Loans from the leading financial service provider which is CITI financial & CITI Bank -PL/HL/ML/CL/LAP/CC
* Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans
* Make appropriate reports based on the survey & submit it to the concerned department
* to approve the loans
* Helping perspective customers in obtaining loan facilities
* Meet with applicants to obtain information for loan applications and to answer
* Questions about the process.
* Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.
* Obtain and compile copies of loan applicants' credit histories, corporate financial statements, and other financial information

**PERSONAL DETAILS:****Residence Address:** Flat No.B - 02, Sai Leela CHS, R.C.F Road, Vashi Gaon, Nr Mitul Enclave Chembur Mumbai -74. Mob no +91 9920066982, Email.Id: ambhos14@gmail.com  Date of birth: 14th July 1987Father name: Bapurao Kalyanrao BhosaleMother name: Sharda Bapurao Bhosale Nationality: IndianLanguages known: English, Hindi, Marathi**EXTRA CURRICULER ACTIVITIES*** Reading any kind of stuff which is available & help me to enhance my general knowledge
* Play Indoor as well as Outdoor games, like to watch cricket,
* Love to travel & experience new things in terms of culture, food, clothing, geographical differences.

 **Yours’s faithfully**  **Amar Bhosale**   |
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