

Ashish Kumar Pandey

E-Mail: ashishpandey2587@gmail.com
Phone: +91 9999619983 | +91 8595448674

Operations Management and Service Delivery Management

CORE COMPETENCIES

Service Delivery (*Voice & Back Office*)

Service Operations

Data Entry & Management

P&L Management

Program / Project Management

Automation / Transition / Migration

Process Efficiency & Enhancement

SLA Management

Capacity Planning

Cross-functional Coordination

Stakeholder Engagement & Management

Team Management & Leadership

PROFILE SUMMARY

- Performance-driven professional with **over 9 years** of experience in **Operations Management** and **Service Delivery Management** in multiple domains
- Proven capability in setting up and rolling out successful **quality management in a service environment**, overachieving expectations, and exceeding set goals by enduring excellent customer relationships
- **Subject Matter Expert (SME)** in customizing a plan in preparing & **implementing SOPs** for transitioning the process; facilitating **smooth transition of processes** from various client locations
- Added value to the efforts of the organization and drove organizational objectives by successfully implementing process flow & enhanced systems, **improvement projects, customer migration, process standardization, and communications**
- Established **appropriate business practices**, enhanced process controls, and built staff morale; instituted teamwork and responsibility through quality service delivery, projects, growth, business relations & compliance
- Experienced in leading projects, developing & streamlining processes, **managing SLAs deliverables**, process re-engineering initiatives and delivering efficiency gains
- Keen customer-centric approach with skills in addressing client priorities and **resolving escalations within prescribed TAT**
- Possess excellent communication, relationship management, team building, and analytical skills

ORGANIZATIONAL EXPERIENCE

Mswipe Technologies Pvt. Ltd.
Zonal Service Manager- Operations

Jan'23 till Jul'23

Key Result Areas:

- Managing Installation, Service & De-installation call within TAT.
- Managing a team of 65 to achieve the assigned targets.
- Onboarding new merchants.
- Looking after client servicing.
- Handling Customer Escalations.
- Co-ordinating with Logistics & other teams to get the work done.

Nehat Tech Solutions Pvt. Ltd
Deputy Manager - Operations

May'22 – Jan'23

Key Result Areas:

- Managing service right from facilitating requests to culminating with operations handover with coordination with warehouse
- Managing Cards Plastic with vendors and other internal teams. Coordinating with the Dispatch team to avoid any kind of delay in planned dispatch.
- Onboarding new vendors and negotiating with them to get better pricing.
- Bulk loading of Gift Cards.
- Handling Stocks of Prepaid Cards.
- Coordinating with Banks for approvals on any new assignments pertaining to Prepaid Cards.
- Handling KYC part of end customers.
- Managing Vendor Approvals on the platform to enable corporate to make payments.

Pine Labs Pvt. Ltd., Noida
Deputy Manager - Operations

June'21 - Apr'22

Key Result Areas:

- Managed service right from facilitating requests to culminating with operations handover with coordination with warehouse
- Planned & implemented company projects that include participation in establishing service levels and customer support requirements
- Mapped clients, identified improvement areas & implemented measures that ensured high customer satisfaction levels
- Set out quality standards for various operational areas and ensured high-quality customer experience while adhering to SLAs
- Implemented daily operations, SLA & SOW adherence, and escalation management; managed end-to-end operations of Prepaid Cards for optimum result
- Defined service standards/guidelines, governance structure, and best practices that serve as benchmarks for excellent service delivery
- Led a complete portfolio of projects including budgeting, planning, vendor selection, and execution
- Implemented project plans within preset budgets and deadlines; coordinated with the legal team for various agreements
- Front-led service operations including KPIs, SLA Management (Service Level Agreement), Volumes Management, Team Utilization, Contract Management & Forecasting

Highlights:

- Handled VKYC & CKYC with Vendor and IT for Prepaid Reloadable Cards.
- Risk Analysis of the transactions done on the Cards via customers.
- Provided Training on CKYC & VKYC to the clients for a smooth transition.

Color Palette Pvt. Ltd., Noida
Manager - Alliances & Operations

Feb'19 - Oct'20

Key Result Areas:

- Managed service right from facilitating requests to culminating with operations handover with coordination with warehouse
- Planned & implemented company projects that include participation in establishing service levels and customer support requirements
- Mapped clients, identified improvement areas & implemented measures that ensured high customer satisfaction levels
- Set out quality standards for various operational areas and ensured high-quality customer experience while adhering to SLAs
- Led, mentored & monitored the performance of team members to ensure efficiency in process operations and meeting of individual & group targets
- Implemented daily operations, SLA & SOW adherence, and escalation management; managed brand alliances for optimum result
- Defined service standards/guidelines, governance structure, and best practices that serve as benchmarks for excellent service delivery
- Led a complete portfolio of projects including budgeting, planning, vendor selection, and execution
- Implemented project plans within preset budgets and deadlines; coordinated with the legal team for various agreements
- Front-led service operations including KPIs, SLA Management (Service Level Agreement), Volumes Management, Team Utilization, Contract Management & Forecasting

Highlights:

- Provided guidance in **Product Development** areas to technical resources assigned to the account
- Managed business worth **INR 6 Billion/year**
- Merit of introducing an escalation process which resulted in **Client Satisfaction & Retention**
- Facilitated process improvement in the processing of **sales orders** which resulted in **saving time by 30%**
- Recommended **Product & Process Training Programs** for new joiners; ensured that training delivered to the team was put into effect and feedback was given on the program's success, thereby ensuring a transparent review of acquired talent

Pine Labs Pvt. Ltd., Noida
Assistant Manager-Support Operations

May'15 - Feb'19

Highlights:

- Drove monthly service reviews & evolution forums with clients & merchants, integration of merchant onboarding including proactive problem management, daily change & calls, incident management
- Steered re-engineering initiatives to increase cost efficiency & payment processing, identifying improvements
- Identified & mitigated risks; managed data register and Financial Audit
- Set out standards for various operational areas; implemented quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
- Mentored & monitored the performance of team members to ensure efficiency in the process
- Developed documentation & implementation strategies toward addressing single points of failure in operations used in the delivery of core business projects

- Engaged & coordinated with vendors for critical issues, escalations & governance calls
- Managed daily operations to ensure that the process was up & running and as a whole provides a high degree of reliability and availability

PREVIOUS EXPERIENCE

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| Snapdeal(Partner Service), New Delhi Merchant Relations Executive | Nov'14 - May'15 |
| IBM India Pvt. Ltd(Contact Center),, Noida Senior Practitioner Technical Services | Jan'12 - Jul'14 |
| Wipro Ltd. (Contact Center), New Delhi Technical Support Officer | Jun'11 - Jan'12 |

IT SKILLS

- **MS Office Tools:** Word, Excel & PowerPoint
- **Operating System:** Windows 98, 2000, XP, Linux

ACADEMIC DETAILS

- **MBA (Marketing & HR)** from GLA Institute of Technology & Management, Mathura in 2009
- **B.Sc. (Physics, Chemistry, Mathematics)** from CSJM University, Kanpur in 2007

PERSONAL DETAILS

Date of Birth: 25th March 1987
Languages Known: English and Hindi
Address: Plot No.88, Shakti Khand 3, Indirapuram, Ghaziabad - 201014