

SUBHAKAR SINGH

OPERATIONS MANAGER



CONTACT

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OBJECTIVE

I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

SKILLS

- Effective Mentoring and end to end thinking ★★★★★★
- Written and oral communication ★★★★★★
- Problem solving ,Analytical and Visionary and result oriented skills ★★★★★★
- Leadership Competencies: Business Acumen, Change Advocacy, Customer Centricity, Execution, People Leadership ★★★★★★

LANGUAGE

- ✓ English ★★★★★★
- ✓ Hindi ★★★★★★

INTEREST

- Traveling
- Skills Enhancement

WORK EXPERIENCE

Operations Manager

Xceedance India Private Limited

01/01/2022 - Present

Working as a process lead and leading a team of 24 FTEs with two Assistant Manager as DRs.

Manage end to end Insurance Domain activities and provide expertise and solutions on Insurance based activities to our clients

Leading the entire ANZ Bound portfolio for Insurance Domain and also handling various global projects

Working in collaboration with senior management and leadership both at inshore and onshore end to provide best in class client services

Assistant Manager

Xceedance India Private Limited

05/11/2018 - Present

Assistant Manager with a fast-growing MNC as an operations/people manager.

Successfully transitioned a high revenue critical work type through an on site role at Sydney Australasia

Assistant Manager

Genpact India Private Limited

01/01/2015 - 05/11/2018

Worked as an Assistant Manager with leading BPO with role of an operations/People manager.

Extensive experience in team handling role. and bringing the best out of self and team using effective communication and leadership skills.

Management Trainee

Genpact India Private Ltd

2013 - 2015

Worked under supervision of senior management to build on management and team handling skills

Process Developer

Genpact India Private Ltd.

2010 - 2013

Worked under the supervision of a Management Trainee to help develop the process and drive process improvementa

Process Associate

Genpact India Private Ltd

2007 - 2010

Started my career as an Associate with collections process responsible for collecting credit bills from US customers.

Moved to Insurance Domain under Property and Casualty Insurance

PROJECTS AND RESPONSIBILITIES

Transitions

- Targeting new clients for Business expansion, skilled in new lead generation and converting prospects to full time customers via leading end to end transitions
- Successfully lead a high revenue transition project at client Location Sydney Australia resulting in cost benefit of two FTEs.
- Managing end to end transitions and global projects with collaboration with multiple stakeholders and cross functional teams.
- Transitioned a 14 FTE process from Europe to India during Covid phase via virtual methods

Soft Skills Training

Certified Soft Skills Trainer for:

Corporate Etiquette and Behavior, Personality Development, Effective Communication, Presentation Skills

Lean Projects

- Certified Lean Trainer for providing training and support to on going and New Lean Projects for best in class customer service and achieving Process Excellence there by resulting in customer delight and customer retention
- Help stabilize newly transitioned businesses ensuring risk free operations

Core Operations Management

- Manage day to day core operations work
- Manage the team on end to end basis, resolve conflicts amongst team members and promote a healthy work environment
- Build a sense of respect and dignity amongst the team
- Engage team mates in day to day activities and provide ample opportunities to them to learn and grow themselves

EDUCATION

Bsc Computer Science Honors

North Bengal University

2004 - 2007

CERTIFICATIONS

SEAL Certification from: School of Emerging and Aspiring Leaders

GEM Certification from: Genpact Emerging Managers

Property and Casualty Expert Certification from : Insurance Institute of America

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ACHIEVEMENTS AND AWARDS

I Speak Survey: Highest I Speak(3.8/4) Employee Satisfaction and Manager Effectiveness Survey Scores amongst all FLMs

Super Star 2021: Client award for providing out standing client services