

Snapshot of Professional Strengths

- **Total Professional Experience** - 25 years
- **Core competency** – Creation of MIS and reporting systems for the CXO’s I have supported. Workflow and Process management
- **Professional Strengths** – Operations MIS reporting; Compliance; Logistics; and General Administrative functions (and have handled roles related to HR Administration (Induction and Training)); Concise communication; High inter-personal skills
- **Industry experience** – Business Consulting with 2 Big 5 Firms, Print, Manufacturing, Market Research; BPO

**WORK EXPERIENCE**

**Current (from Dec 2011) : Sr. Director (Project Management) Enterprise Accounts, at Sutherland Global Services**

Reporting

**Mr KS Kumar**, EVP and Head - Global Operations

Currently handling

- Summarising Operations reports received by the Global Ops Head
- Capacity monitoring
- Synopsis of the reports created by external consultants
- Assisting with Business Development leads generated by the him
- Managing his back-office
- Internal and external mails tracking

**Past assignments : Associate Vice President at WNS Global Services**

Reporting history

*Month-Year*

<b>Ms Tasneem Lakdawalla</b> , Business Unit Head, Finance and Accounting	Apr 2011 – Dec 2011
<b>Mr Gautam Bhushan</b> , Senior Vice President and Head: Talent Acquisition Group, the Talent Enhancement Group, and the Learning Academy	Apr 2010 – Mar 2011
<b>Mr Anup Gupta</b> , Group COO	Oct 2007 – Mar 2010
<b>Mr Eric Selvadurai</b> , President Global Operations and subsequently CEO Enterprise Services	Aug 2004 – Jun 2005 & Jun 2005 – Sep 2007

Projects handled / Responsibilities

For WNS (at the company level):

Operations performance reporting:

- Implemented a process to collate and create a report of key performance parameters and ratios for each Business Unit: comprising four elements: Headcount; Seats: Revenues / Costs and; Attrition

Capacity Management (Seats):

- Capacity Planning and Allocation for all sites at each WNS location within India. Seat Utilisation (by vertical;

location; & Company level). Headed the Moves, Adds, & Changes Program (MAC Process) and was part of the team handling its (outsourced) automation

Compliance on Projects work (New Sites) :

- Monitoring of payment terms and signing off project related invoices
- Tracking Budget v/s actuals for each project
- Implementation of a payment process for Project Related payments

For the Learning Academy/Talent Acquisition Group/Talent Enhancement Group:

- Headed Process, Compliance and MIS functions of all three units
- Vendor management including : contracts, scope of work, commercials, and empanelment of vendors from all three units. Liaison between Legal for contract closures
- Logistics (specific to programs and workshops held by the Learning Academy)
- Workflow management for all three units
- Procurement SPOC for all HR functions pan India for WNS (Business Units and Enabling Units). Assisting the CPO in MIS collation (dashboards and for specific presentations)

For the F&A BU:

- Streamlining reporting within the BU
- Automation of reports (project with the IT Development team – for client reports as well as internal reports)

**Past Assignments (2002-2004) : Assistant Manager at Ernst & Young**

<i>Reporting history</i>	<i>Month-Year</i>
<b>Mr Mukesh Bhawsar</b> , Senior Manager (Operations) / Mr Sunil Chandiramani, Partner & Country Head of the Risk and Business Solutions division (RABS)	Jan 2004 – Aug 2004
<b>Mr Ameet Parikh</b> , Partner & Country Head of the Risk and Business Solutions division (RABS)	May 2002 – Jan 2004

*Responsibilities*

MIS and Business Reports related:

- Customised MIS reports for RABS, India (summarising financial reports from the firm published financials, with accent on receivables / billings / transfers / write-ups / write-offs, personnel chargeability statistics, client related MIS
- (Creation), management and updation of RABS Lotus Notes based databases ((MIS; Scheduling; Personnel Information; Publications). Attended the Lotus Notes R5 Application Development Course and have created LN databases for the RABS division

People related:

- Resource Allocation – i.e. the allocation of teams on projects, based on availability, industry competence and level in the firm
- Time & Expense Report process management (this a statutory fortnightly reporting of each individual in the division, detailing the hours spent on a project and related expenses, if any)
- Inductions (Administrative and process related)
- Supported the training function (including logistics)

**Administrative:**

- Point of liaison between RABS and other divisions, across all locations
- Handling all office administrative functions for the RABS division such as managing all hardware, software, office automation, office maintenance and upkeep etc.
- Have arranged offsite meets for the division
- Managing all publications specific to the RABS division

**Past Assignments (1994-2002) : Senior Consultant at Arthur Andersen & Associates**

<i>Reporting history</i>	<i>Month-Year</i>
<b>Mr Ameet Parikh</b> , Partner & Country Head of the Assurance & Business Advisory division (ABA)	Jun 1995 – May 2002
<b>Mr Vijay Sahni</b> , Partner and Country Head (as his Executive Assistant)	May 1994 – Jun 1995
<i>Responsibilities</i>	
The job profile was the same as that was being handled at Ernst & Young. ( <i>Arthur Andersen was acquired by Ernst and Young in 2002.</i> )	

**Past Assignments (1993-1994) : Executive Assistant at MÂRG Marketing and Research Group**

<i>Reporting</i>	<i>Month-Year</i>
<b>Mr Titoo Ahluwalia</b> , Chairman of the Assurance & Business Advisory division (ABA)	Aug 1993 – May 1994
<i>Responsibilities</i>	
<ul style="list-style-type: none"> <li>• Collation of reports / presentations for the Chairman</li> <li>• Managing his calendar and correspondence</li> </ul>	

**Past Assignments (1989-1994) : Executive Assistant at Indian Express Newspapers (Bombay) Ltd.**

<i>Reporting</i>	<i>Month-Year</i>
<b>Mr Vivek Goenka</b> , Chairman and Managing Editor	Aug 1993 – May 1994
<i>Responsibilities</i>	
<ul style="list-style-type: none"> <li>• Creation of an MIS system for monitoring newspaper circulation ; newsprint.</li> <li>• Handling mails received for the Chairman.</li> <li>• Liaison between the Chairman's office and other departments (HR / Finance / Editorial / Marketing / etc.).</li> </ul>	

**Other Past Assignments :****Aug 1987-Sep 1989 : Legal Assistant at Wockhardt Limited**

Handling Sales Tax and Income Tax work

**Aug 1985 – Aug 1987 : Accounts Assistant at Khaitan (India) Limited**

## References

**Mr Vivek Goenka**, Chairman and MD, Indian Express Newspapers (Bombay) Limited, Express Towers, Nariman Point, Mumbai, 400 021

**Mr Ameet Parikh**, Managing Director, Tranzmute Capital & Management, Hoechst House, Ground Floor, Nariman Point, Mumbai 400 021

## Academia

- ICSE from Bombay Scottish School, 1980
- HSC from Kishinchand Chellaram College, 1982
- B Com. from Sydenham College of Commerce & Economics, 1985
- First year LLB (1986) (IIInd yr exam not taken) from Government Law College, 1986

## Personal Details

**Date of birth :** May 12, 1964

**Family:** Married. Spouse employed with ABC Bearings, 2 sons (15 yrs and 12 yrs)

**Interests:** Craft, Movies, and if time permits - reading