

Anup Kalokhe

Indian Institute Of Management (APM), MBA (Business Analytics & International Business) | IT Business Analyst | Certified SAFe® Agilist - SA 5 | Process Improvement Expert | Lean Expert |



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Seeking challenging and lead/Manager level assignments in the IT sector. PROFILE Dynamic Professional offering experience in Service Operations, Strategic Planning, Quality, Performance Management, leading people, Managing Processes & performance, Client Interaction & Satisfaction, Service Delivery to meet targets/timelines, Projects/Process transition, Multi Process Development in BPO industries in different capacities. Equipped with the knack of functional management along with the practical experience in the analysis, development and implementation of Strategic Business Plans and Policies to ensure organizational growth, targeting maximum profitability & cost effectively within given SLAs-TAT. Demonstrated ability to motivate staff to maximum productivity, managing customer-centric operations and control costs through the most effective utilization of manpower and available resources. Knowledge of managing process verticals with strong background in implementing process improvements and quality initiatives for desired performance levels. An effective analyzer with exceptional communication, interpersonal skills



Skills

Power BI | Python | MS Visio | UML | SQL | IT-Business Alignment | Business Transformation | Product Innovation & Improvement | Process Mapping | Six Sigma | Lean | Scrum | Process Mapping | BRD | IT business analysis | Project Management | Jira |



Work History

Jun 2021 - Current **Assistant Manager**

Netpulse India Private Limited, Pune

- Taking care of India and Canada region, handling 18 sub processes in terms of Quality
- Responsible for auditing Engineering team
- Responsible for creating SOP's for the internal processes
- Responsible for auditing Calls and Emails for Technical service desk

- Responsible for process design and implementation in tool called **OTRS**
- Responsible for Process improvement stuff for the internal process
- Responsible for creating onboarding and offboarding process in **OTRS**
- Responsible for overall quality for all internal processes
- Responsible for running small Kaizen and Lean methodologies
- Responsible for training associates and team leaders on Yellow belt training
- Responsible for managing trainees and handling client reports in **SharePoint**
- Responsible for explaining daily dashboards with clients and overall internal project management
- Responsible for internal Project management
- Responsible for creating SOP's for the required process and create training manuals
 - Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.

Nov 2016 -
Jan 2021

Team Lead Quality

Credence Resource Management, Pune

- Joined as Quality executive
- Worked as a bridge between Clients and Ops
- Trained associates on soft skills
- Worked as an SME in Ops
- Monitoring and giving feedback
- Lead and conduct Process knowledge tests for the overall process.
- Participating in Weekly/ Monthly Business Review's with Higher Management.
- Preparing and Presenting Monthly analysis to Higher Management.
- Worked in Internal Audit team
- Conducting sessions with team leads on Process Improvement.
- Led Calibration Sessions with Team mates
- Responsibility of Sending Good/Bad calls to internal stakeholders, Tracking of Leave within a Team, Daily attendance within a team, Acknowledgement of Policies and Etc
 - Communicated directly with QA team to resolve user-reported problems and questions.

Nov 2012 -
Jul 2015

Senior Quality Executive

SLK Global, Pune

- Joined as SQA
- As S Q A worked in Process Excellence
- Leading Daily, weekly and monthly call with client
- Prepared checklists for process to simplify process.
- Week wise target to focus on BQA's for process betterment.
- Training people proactively per requirement
- Got appreciated from clients for 0 Variances in Calibration for 365 days consecutively.
- Got awarded from SLK as best SQA thrice.
- Cleared Team leader Readiness Program

Quality Analyst

Feb 2008 - *Wipro, Pune*

Dec 2012

- Entrusted with responsibility of managing Customer Assistance center for Capital One
- Monitoring and giving feedback
- Generating weekly report, monthly report, external score card and various defect analysis
- Handling Client call
- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Grooming session
- Performing as a key member of Capital One Team
- Successfully handling management of operations and effectively handled service delivery, quality assurance, client management, training, and 'Turnaround Time' related functions
- Preparing Monthly/Quarter./Annual performance reporting and presentations to senior leadership, Business Partners, and clients
- Solely accountable for maintaining KRA (Key Responsibilities Area) Report for team members on daily & monthly basis and liaison with Top Management pertaining to same
- Set performance parameters/ designing employee & trade incentives, delegating work and giving feedbacks
- Determine training needs through quality checks, identifying training gaps & conducting programs to enhance operational efficiency of the entire team; encouraging and implementing internal movements of employees
- Conceptualizing & implementing strategies to enhance operational efficiency and ensure adherence to all
- Set parameters to enhance a efficiency of various aspects of service delivery cycle
- Measuring performance of processes in terms of efficiency and effectiveness matrix and ensured adherence to Service Level Agreements
- Collecting and collating data and generating periodic reports and carrying out value added analysis of reports to facilitate strategy planning
- Review and set internal and external benchmarks based on process establishment and performance
- Holds distinction of successful management and delivery of SLA's as per prescribed norms
- As Quality analyst worked as bridge between client and management
- Ran various activities on floor to achieve the process parameters



Education

Jan 2003

H.S.C

Pune

GPA: 50.50

Jan 2000 -

S.S.C

Jul 2001

Pune Board

GPA: 65.50

◆ Jan 2018 - **Associate of Arts: English**

Dec 2020 *ISBM - Bachelor Of Arts (English)*

◆ Jan 2021 - **MBA: Business analytics**

Dec 2022 *University Of Pune - G H Raisonni College Of Engineering & Management*



Certifications

◆ Oct 2022 Certified SAFe® Agilist - SA 5

◆ Oct 2022 IT business Analyst (COEPD)

◆ Aug 2022 Lean Expert

◆ Jul 2021 Six Sigma Green Belt