





## PERSONAL

 **Name**  
Najeesh Krishnan

 **Address**  
560077 Bangalore

 **Phone number**  
+919845397155

 **Email**  
najish1980@gmail.com

## INTERESTS

- Motorcycle expedition, travelling, cricket and watching movies & Networking with People

# NAJEESH KRISHNAN

My objective is to manage large teams that can help scale up the Client/Customer Experience, generate revenue by streamlining process and hiring the right talent. I aspire to take up new roles and responsibilities that can define new challenges/opportunities that align with the Organizations goals.



## EDUCATION AND QUALIFICATIONS



Apr 2004

### Bachelor of Science

St Joseph Arts and Science College, Bangalore

- Represented St Joseph College during cultural fests
- Been a part of rural exposure camps about certain awareness programs



## WORK EXPERIENCE



Mar 2023 - Present

### Senior Manager - Operations & Client Services (US Retirement Services)

Accenture, India, Bangalore, India

Roles and Responsibilities include but not limited to

- Managing overall Implementations process within the US retirement Market ( Defined Contributions)
- Monitoring the performance of the staff
- Review Operations Managers performance across Chennai, Bangalore and Gurgaon locations
- Transitions and Creating strategic objectives for the organization
- Monitoring finances and budgets
- Liaised with the Leadership teams, Clients and technology teams and brought in efficiency and streamlined certain work types within the process.
- Responsible for hiring
- Worked closely with the Transitions team to ensure we are meeting the Go live timelines
- Presenting reviews with the Senior Leadership and the Clients
- Improving operational strategies
- Considering input from other managers to create effective goals



Jan 2013 - Feb 2023

### Operations Manager (Delivery Manager)

Fidelity Investment PVT LTD ( Defined Contributions), Bangalore

Product/Process - Defined Contributions( US retirement recordkeeping)

- Managed a team of Project Managers and Leads for Service implementations, Client facing and process application testing
- Improved scale & Efficiency with automation and Process assimilation for sub processes
- Centralized sub processes to India and brought more focus on Client experience
- Managed Project Managers and leads on complex and emerging/Large & strategic market clients
- Drove collaboration initiative to create a platform for all the Managers/Project Managers to come together and work on ideas/best practice sharing
- Mitigated Risk by building systematic controls & leveraged those controls within DU
- Worked closely with the compliance & the Legal team on any escalations
- Hired talent through employee referral and walk ins
- Implemented succession planning & developed talent through various trainings

- Responsible for Yearly appraisal – Bonus and salary revision for associates

Feb 2010 - Jan 2013

**Team Leader**

Ocwen Financials Solutions ( US Mortgage), Bangalore

**Product/ Process - US Mortgage ( Loan modification & Shortsales)**

- Handled a team of 40 members (Loan Modification and ShortSale) who work on resolutions for delinquent customers based in US
- Maximized revenue growth with strategic work allocation and effective talent management
- Recommended programs and strategies to leadership team to increase production (Cross functional training)
- Executed projects like scripting on the enhances real servicing software
- Worked with technology on creating codes for query streamline
- Been a part of Client focus group that worked relentlessly for a good customer experience

Jun 2005 - Feb 2010

**Group Lead**

Dell, Bangalore

**Process - Dell Financial Services ( US Market)**

- Role involved in Portfolio Management and remarketing for US Corporate
- To ensure the Team adheres to all the collections procedures before following up with the delinquent customers.
- Plan collection strategies and processes to ensure high net worth are cleared.
- Get involved in the escalated Portfolio to ensure the discrepancies are cleared within the client data and Dell and work on a solution
- Work on targets and also Team reports for the Management.
- Responsible for training new associates
- To ensure all the collection Activities and research are closed and meeting the SLA's

Feb 2002 - Jun 2005

**Senior Tech support specialist**

247 Customer, Bangalore

**Process - Tech Support ( IT Help Desk)**

- Was responsible for liaising with the technology groups and solving technical issues for the Business groups
- Trained new associates



**SKILLS**

Microsoft office	★ ★ ★ ★ ★
Operations, People & Client Management	★ ★ ★ ★ ★
Project Planning	★ ★ ★ ★ ★
Hiring	★ ★ ★ ★ ★
Client /customer service	★ ★ ★ ★ ★
Analytical skills	★ ★ ★ ★ ★
US Mortgage domain	★ ★ ★ ★ ★
US retirement/ Defined Contributions	★ ★ ★ ★ ★
Process streamlining through automations	★ ★ ★ ★ ★
Tableau	★ ★ ★ ★ ★



## COURSES

- Oct 2013 - Mar 2014 **Impact 201 Leadership Program**  
Fidelity Investment PVT LTD
  - Leadership Essentials
  - Thought Leadership
  - People Management
  - Crisis Management
- Dec 2019 - Dec 2019 **PMP Training Completion**  
QAI
  - Program Code - 1689PMPCPI
  - Successfully completed 35 hours of instructor led training
- Feb 2023 - Present **Lean Six Sigma Foundations**  
LinkedIn Learning