



GEO PELLISERRY

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PROFESSIONAL SYNOPSIS

A Result oriented LSS Master Black Belt practitioner with 23 Years of Experience; out of which 17 years of progressive experience are in the areas of Continuous Improvement, Automation, Digitization, Customer Experience/Quality and Business Excellence. Leader and a team player with keen understanding of business priorities and proven industrial expertise. Goes by the value of Knowledge, Attitude, Skill and Habit.

Proven capabilities in Process implementation and improvement across multiple industries like Health care, Insurance, Travel, Retail, e-commerce, Communication, Media, Tax & Customs, Credit and Mortgage.

SKILLS AND CORE COMPETENCIES

- Expert in analytics and Interpretation of data.
- Passionate about developing Individuals and teams on data driven decision making.
- Proven ability to independently develop solutions for multiple business functionality.
- Proven interpersonal skills with cross functional teams in project management.
- Extensive project and change management experience.

PROFESSIONAL EXPERIENCE

Position	Division	Role / Responsibility	Years
Director\Head of the PHL Business Excellence Flat World Solutions	Business Excellence and Transformation - Philippines	Accountable for Site Profitability through Business Transformation, through Process automation, digitization, capability building, C.I & Innovation, Customer Experience/Quality. Initiate and drive Lean and Six sigma. Head the Process reviews which are strategic in nature and identify process improvement opportunities. Enable the Team to learn, demonstrate and achieve the goals. Establish new Standards, standardize the process and administer the changes in process. Collaborate with different stake holders to optimize the process and people to surpass the business goals and objectives.	1 Years 8 Months
Site Director, Service Excellence Sutherland Global Services	Service Excellence - Philippines	Accountable for Site Score and Profitability. Drive Continuous improvement initiatives. Business Transformation through Process automation, digitization and Capability building initiatives. Organize the Lean and Six sigma workshops and training program.	5 Years 8 Months
Department Head MODI Ent.	Quality / Projects	Process Reengineering, Training, Business Development and Project Management. Standardize the process and or Establish new Standards	1 Years
Senior Manager Apollo Munich	Business Excellence	Project Management, Training, and development & Process improvement. Collaborate with different stake holders to optimize the process and people to achieve and exceed the business goals.	3 Years 6 Months
Manager /B.B MAX Life	Quality	Project mentoring, Process review, Standardize the process and Business Development. Additionally coordinate and or facilitate the changes in Frontline and Training	3 Years 10 Months
Sales Manager Birla Sun life	Corporate Sales	Channel - Management & Business Development	3 Years 9 Months
Assistant Manager Isra Agro	Quality Control	Market research, Business Development & Quality control	2 Years

Career Break : Professional development

Dec 2022 -Till

- PhD in Management (Artificial Intelligence) - Research is in progress

FLAT WORLD SOLUTIONS

Nov 2021 - *Jun 2023 (*Back to India Oct 2023, Joined Ph.D)

Achievements: -

- Initiated and Implemented the Complete Transformation of Hiring process in to Digital Space.
- Spearheaded the EWS Prediction Model, for Attrition, (Boosting Technique – Machine Learning) - 80% accuracy.
- Initiated and Enabled QA Process migration from Manual to Digital Space.
- Developed Optimal Customer Pricing (Billing) Model.
- Financial (BFSI) and Health care - Process improvement projects initiated and implemented.

SUTHERLAND GLOBAL SERVICSS PHL INC

April 2016 - Nov 2021

Achievements: -

- Trained 196 / certified 143 leaders across the Philippines under Green Belt / YB with a financial impact of \$8.5 Million.
- Developed and Implemented Tachyon: Automation Project to control Shrinkage and Attrition. Replicated to Other sites in PHL Shrink reduced from 14% to 9%
- Spear headed Bonus optimization Project - Achieves \$ 1.2 Million bonus in telecom logo.
- CSAT Improvement project – Health Care logo – Impact on Penalty neutralization of \$0.86million
- AHT improvement Project – Health Care logo – Customer / Provider Query handling on Billing
- Insurance Sales Improvement – Insurance Marketing logo - Improved from 1.7% to 6%
- Resolution Rate improvement – Cards / BFSI - Impact on CSAT and Client
- Ghost Chat automation to minimize the ghost chats in the E-commerce business. Reduced from 14% to 4%

MODI ENTERPRISES

April 2015 - Mar 2016

Achievements: -

- Spear headed the initiatives for Increase in Call Centre productivity. (International and Domestic)
- Lead /Mentored Project and Program management across the enterprise.
- Monitored and reviewed the key dashboards of different functions (process)
- Trained and developed the resources on Lean and Six Sigma.

APOLLO MUNICH HEALTH INSURANCE CO. LTD.

Jun 2011 – Dec 2015

Achievements: -

- Total of Rs. 17.5 Million savings resulted from these projects in the year 2010.
- Three National Awards for Six Sigma Projects
- Claims improvement project (AHT) – Improved by 40Min (Cashless claims)
- Increase the % of Auto issuance – improved from 76 % to 82%

MAX NEW YORK LIFE INS. CO. LTD,

Aug 2007 - Jun 2011

Achievements: -

- Total of Rs. 24.5 Million savings resulted from Lean and Six Sigma projects, 3 GB and 14 YB projects - 2010.
- Project lead nominated for the “Project of the Year Award” in the year 2010.

BIRLA SUN LIFE INS. CO. LTD

Nov 2003 - Aug 2007

Achievements: -

- Two times in a row met 200% of a business individual targets in 2006.
- Acquired New businesses Relation to BSLI (Contributed Rs.100 Million)

ISRA AGRO TECH SYSTEMS PVT. LTD

Nov 2001 - Nov 2003

Achievements: -

- Started the first shipment to E.U.

- Initiated a Business Unit.

AWARDS

Year	Award	Project Name & Objective	Methodology	Objective	Role
2013	Lean Six Sigma Excellence Award – SCMHRD	Mission Suvidha Objective: - Improving the Cashless claim TAT.	LEAN	Post Trend: - 65 min (1h 40min)	Project Mentor
2012	Six Sigma Case Study Presentation – ISI	Mission Paryaptha Objective: - Identified the optimal level of Liquidity	DMAIC	CBA - Rs. 25 million Benefit	Project Mentor
2011	India Insurance Award	Auto Issuance Project	PDCA	Increase in Auto issuance 85% (74%)	Project Consultant
2010	Lean Six Sigma Excellence Award – SCMHRD	Mission Badhautri Objective: - Improving the Claim Settlement TAT	DMAIC	Post Trend: - 15days (24 days)	Trainer / Project Mentor

Note: A total of 400+ projects completed which are mentored by me and 39 Projects done by myself during my last 21+ years' of journey; a cumulative tangible benefit realized is more than \$68 million in form of Incremental Revenue, Bonus and Cost saving delivered to the Organization and Client. A total of 586 People trained so far under me on Six Sigma and Lean.

EDUCATION & CERTIFICATION

1. **M. Phil, Management, 2003, ALAGAPPA UNIVERSITY (2001 - 2003)**
2. **Master of Business Administration – Finance & Marketing, BHARATHIYAR UNIVERSITY (1999 -2001)**
3. **Bachelor of Commerce, UNIVERSITY OF KERALA (1997 - 1999)**
4. **Certified Business Excellence Facilitator EFQM, CII, (2010)**
5. **Certified LEAN-Six Sigma Master Black Belt, Indian Statistical Institute (ISI) Bangalore, (2012)**
6. **Certified DFSS, ISI Bangalore, (2012)**
7. **Certified LEAN Six Sigma Black Belt, from Motorola University (USA) (2010)**
8. **Certified Internal Auditor, in ISO 9001:2008, (2010)**
9. **Certified Project Management (Practitioner) – Prince 2 (UK) (2013)**
10. **Associate (Life Insurance) & Licentiate, from Insurance Institute of India, (2013 & 2009)**
11. **Automation Anywhere (AA360) Trained, (2023)**

PERSONAL DETAILS

Date of Birth: 26th Feb 1979

I hereby declare that all the information given above are correct and truthful to my knowledge.

Mr. GEO PELLISSERRY