



HARICHARAN DAS

Agile Service Delivery Manager

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Indian Institute of Management - Visakhapatnam (Executive Program - Machine Learning and Artificial Intelligence) | Lean & Agile Practitioner | GIS Mapping Expert | AI+HI Blended Solutions | Process Excellence | Client Management | Operations Management | Service Delivery | Operations | Risk | Automation(RPA) | Project Management | Digital Operations | Policy Review and Development | Trust & Safety (Abuse/Spam) | Content Operations | Audit | Testing | Quality Management

Professional Summary

A strategic project leader with 12+ years of experience driving end-to-end planning and execution using Lean and Agile methodologies. Expertise in leveraging AI and service operations to deliver innovative solutions in Digital Operations, AI Training, competitive evaluations and research & analytics for Hi-Tech, Consulting, and Research clients. Proven ability to create scalable solutions, enhance revenue, reduce costs, and improve customer satisfaction across multiple geographies and channels. Skilled in strategic planning, operational leadership, and process optimization to achieve cost reductions and efficiency. Implemented machine learning and automation to create scalable solutions and reduce risks. Led global teams in high-stakes environments, ensuring quality and timely delivery of services.

Career Timeline

Feb 2024 - Present	Service Delivery Manager Google - (Vendor WIPRO)
Mar 2020 - Feb 2024	Service Delivery Manager Google (Vendor Cognizant)
Nov 2018 - Mar 2020	Team Manager Waze Maps (Vendor Cognizant)
Nov 2012 - Nov 2018	Team Lead Google Inc. (Vendor GlobalLogic)
Mar 2012 - May 2012	Feature Writer Red magazine
Feb 2012 - Jul 2012	Customer Support Executive Hong Kong & Shanghai Banking Corporation

Work Experience

Feb 2024 - Present

Service Delivery Manager
Google - (Vendor WIPRO) (Hyderabad, Krakow, Manila)

Proficient in multiple functions and client facing roles across multiple geographies & channels. An early adopter of new technology and innovative ideas has fronted many successful cost reduction & revenue enhancing projects. Proven track record of managing customer satisfaction, attrition, call reduction and journey mapping has found a niche as a consultant to both internal and external stakeholders.

Managed a team of 500+ FTEs and 40+ leads and managers, providing data management support for Google maps through data moderation
Conducted assessments and testing of process methodologies to enhance customer experience and prepare for scalability
Established global management structure and ensured backup systems to prevent process failures and manage critical resource attrition

Soft Skills

- Communication
- Teamwork
- Leadership
- Problem-solving

Technical Skills

JavaScript	██████████
Tableau	██████████
HTML5	██████████
R	██████████
Machine Learning/Artificial Intelligence	██████████
Power BI	██████████
Python	██████████
Knime	██████████
SQL	██████████
Google Colab	██████████

Core Competencies

- Agile Project Management
- Operational Leadership
- Process Optimization
- Digital Operations
- AI/ML
- Automation RPA

Certifications

- Six Sigma Green Belt (Udemy - 2020)

Education

- Executive Program - Machine Learning & Artificial Intelligence**
Indian Institute of Management - Visakhapatnam
Apr 2024 - Dec 2024
- Bachelors in Technology (Information Technology)**
Avanthi's St. Theresia Institute of Engineering & Tech., J.N.T University, Kakinada
Oct 2007 - Dec 2011
- Math, Physics, Chemistry**
Board of Intermediate, Andhra Pradesh
Jun 2005 - Feb 2007

Successfully managed an operation with an annual revenue of \$8M and saved \$0.6M efforts through AI/ML implementation.

Mar 2020 - Feb 2024

Service Delivery Manager

Google (Vendor Cognizant) (Hyderabad, Manila, Kuala Lumpur)

Directed a multifaceted team and managed abuse and risk operations, focusing on process improvement and strategic growth.

Implemented scalable solutions using machine learning and automation to mitigate risks

Led a team of 250+ FTEs and contractors to optimize customer service operations for Google products

Managed a \$4M client billing, improving financial accountability

Spearheaded abuse and risk management initiatives by identifying high-risk patterns and proposing solutions

Developed automation solutions for hotel amenities and consumer relevance, resulting in significant cost savings

Authored technical reports to summarize information and trends for stakeholders

Facilitated vendor operations transition, enhancing operational efficiency

Generated \$1.5M in cost savings through global contractor ramp-down and process automation

Automated performance reporting, saving \$14K annually

Proposed automation enhancements, saving \$1.3M annually

Nov 2018 - Mar 2020

Team Manager

Waze Maps (Vendor Cognizant) (Manila, Kiev)

Managed the creation and transition of a new delivery center from Ukraine to the Philippines, ensuring the smooth continuity of service during critical events.

Coordinated global crisis response efforts providing timely information during emergencies

Directed the setup of a new Delivery center in Manila with 100 FTEs, achieving full operations rapidly

Automated Global Crisis Reporting and geocoding processes, leading to significant cost savings

Established an Incubation team to drive process automation and operational efficiency

Economized \$25K annually by automating Global Crisis Reporting

Saved \$0.2M annually by improving geocoding processes through automation

Accelerated the operational stability of the new Manila Delivery center in 4 months

Nov 2012 - Nov 2018

Team Lead

Google Inc. (Vendor GlobalLogic) (Hyderabad, Beijing, Kuala Lumpur)

Led a team focused on performance and quality management for Geo-related services, fostering team development and maintaining service standards.

Developed leadership skills within the team, promoting career advancement

Performed tool regression testing and reported defects for resolution

Generated comprehensive reports on performance metrics

Managed service level agreements and quality control for Geo-related processes

Facilitated the establishment of teams in Beijing and Kuala Lumpur, enhancing cross geography collaboration

Mar 2012 - May 2012

Feature Writer

Red magazine (Visakhapatnam)

• SSC

State Board of Education, Andhra Pradesh

Languages

Telugu

English

Hindi

Hobbies

Technology blogging

Cooking

Travelling

Achievements

- Led the successful setup and operational stabilization of Waze's new Delivery centre in Manila within 4 months.
- Achieved \$1.5M in cost savings by aligning global processes and ramping down contractors through automation efforts.
- Developed and implemented automation for reporting and process alignment, resulting in substantial budget savings.

Contributed insightful articles and interviews, showcasing analytical and communication skills.

Composed articles addressing power failures and strategies for reducing consumption

Interviewed high-profile individuals including renowned sportsmen and industrialists

Published Interviews of Dale Steyn(South African Fast Bowler), Kumar Sangakkara (Former Sri Lankan Captain), Cameroon

White(Ex Australian Captain) during IPL 2012

Feb 2012 - Jul 2012

Customer Support Executive

Hong Kong & Shanghai Banking Corporation (Visakhapatnam)

Delivered exceptional customer support and managed insurance claims, enhancing customer satisfaction.

Provided insurance services support through inbound tele services for the US-NA region

Managed claims and customer support activities

Utilized application tools such as Pegareach, Champs, and Universal Tool Bar

Volunteer(E-Vidyaloka)

Volunteer with E-Vidyaloka online teaching outreach program providing digital classrooms in remote rural government schools(Govt. of Andhra Pradesh - APSWRS program) for students needing additional support.