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Mr. Geo Pellisserry

ACCOMPLISHMENTS

2013

Lean Six Sigma Excellence Award – SCMHRD

Mission Suvridha: Objective: - **Improving the Cashless claim TAT**. LEAN
Post Trend: - 65 min (210Min)

2012

Six Sigma Case Study Presentation – ISI

Mission Paryaptha: Objective: - **Identified the optimal level of Liquidity** ,
DMAIC

2011

India Insurance Award

Auto Issuance Project, PDCA Increase in Auto issuance 85% Target

2010

Lean Six Sigma Excellence Award – SCMHRD

Mission Badhatri: Objective: - **Improving the Claim Settlement TAT**
,DMAIC Post Trend: - 15days (30Days)

SUMMARY

CAREER SUMMARY Proactive, Performance-driven Quality Professional with 20 Years of Experience; out of which 17 years of progressive experience are in the areas of Continues Improvement, Automation, Digitization, and Business Excellence. Keen understanding of business priorities, genuine team player, industrial exposure, and time-tested skills & knowledge contributing to my success in the past. Moreover I'm a strong believer in "Knowledge Attitude Skill & Habit".

During my 20 years of journey, I was able to put my mark on countless processes spread across 21 industries. Some of the top industrial segments where I have exposures are Health care, Insurance, Gaming, Travel, wholesale, and retail consumer business, Mobile, Internet services, Tax and Customs, Card business, Mortgage, etc.

SKILLS

- Highly developed analytical and presentation skills,

EXPERIENCE

November 2021 - Current

HEAD – Business Excellence & Transformation FLAT WORLD SOLUTIONS GLOBAL

- Drive Continuous Improvement
- Drive Digital Transformation projects
- Process mapping and establishing innovative solutions
- Develop Capability building initiatives
- Drive Top and bottom Numbers of business and improve the productivity of people
- Drive the Business Goal - Transition from support to the solution provider
- Assist the team in designing and developing Digital solutions / products
- Develop AI-enabled Forecasting Models for the critical Business process

April 2016 - November 2021

Director Organizational Excellence SUTHERLAND GLOBAL Ltd | Philippines

- Drive team initiative to impact the Site productivity. (Revenue / Margin)
- Drive Continuous Improvement across PHL
- Identify the automation scope and implement the project.
- Drive Six Sigma and Lean projects and Training; 9 sites in the Philippines.
- Drive Site Score card.

January 2015 - March 2016

Department Head –Quality & Projects MODI ENTERPRISES, PIM

- Increase the Call Centre productivity. (International and Domestic)
- Lead /Mentor Project and Program management across the enterprise.
- Monitoring and reviewing the dashboard of different functions (process).
- Training and Development of resources on Lean and Six Sigma.

- Excellent teaching, coaching, and mentoring abilities.
- Passionate about developing teams and individuals with KASH.
- Ability to independently develop solutions for complex business functionality.
- Advanced leadership skills and project management of medium to large teams
- Business acumen and ability to effectively work with multiple levels within the organization
- Extensive project and change management experience.
- Team Building and Development.

WEBSITES, PORTFOLIOS, PROFILES

<https://www.linkedin.com/in/geopp/>

January 2011 - January 2015

Sr. Manager (Business Excellence - Corporate APOLLO MUNICH HEALTH INSURANCE CO. LTD

- Lead /Mentor Project and Program management across the enterprise.
- Identification of improvement project and assigning it to the respective Project team.
- Monitoring and reviewing the dashboard of different functions (process).
- Lean Initiative and drive Continuous Improvement (CI) across the organization.
- Support the deployment of process excellence across all business units.

January 2007 - January 2011

Manager – Quality MAX NEW YORK LIFE INS. CO. LTD

- Drive Continuous Improvement
- Identify & Train /Coach People, initiate and mentor the Six sigma projects and its success full certification.
- Motivate the employees to come up with their ideas for improvement and share best practices.

January 2003 - January 2007

Executive Unit Sales Manager BIRLA SUN LIFE INS. CO. LTD

- Primarily responsible for one exclusive corporate relationship and 3 Unit managers
- Developing a training program to be used in Relationship Head Office and Zone Branches, in line with customer service strategy
- Managing and developing monthly incentive programs
- Creating and introducing customer awareness and feedback forms and taking corrective actions on the concerning areas

January 2002 - January 2003

Asst. Manager ISRA AGRO TECH SYSTEMS PVT. LTD

- Responsible for Market Research, export targets & Estate Management; through motivating and developing staff, consistently achieving and surpassing Key Performance Indicators
- Monitoring and controlling production; basis customer specification & EOU norms.

EDUCATION AND TRAINING

March 2003

M. Phil | Management
ALAGAPPA UNIVERSITY, India

April 2001

Master of Business Administration | Finance & Marketing
BHARATHIYAR UNIVERSITY

April 1999

Bachelor of Commerce
UNIVERSITY OF KERALA

November 2011

Certified LEAN-Six Sigma Master Black Belt
Indian Statistical Institute (ISI) Bangalore

March 2008

Certified LEAN Six Sigma Black Belt
Motorola University (USA)

March 2012

Certified DFSS
ISI Bangalore

March 2014

Certified Project Management (Practitioner) – Prince 2
AXELOS (UK)

August 2010

Certified Business Excellence Facilitator EFQM
Confederation of Indian Industry (CII)

April 2009

Associate (Life Insurance) & Licentiate
Insurance Institute of India

2023

Automation Anywhere (A360) | Building Scalable Bots Using Automation 360
Automation Anywhere Uni.

LANGUAGES

• English, Malayalam, and Tamil & Hindi

DECLARATION

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

Thanks

Mr. GEO PELLISSERRY