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# SHUBHAM SINHA

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## PROFESSIONAL SUMMARY

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Experienced and results-driven Senior Technical Process Executive, with 3+ years of industry experience, equipped with a robust background in spearheading operational excellence and championing innovation across varied technical landscapes. Acknowledged for a systematic approach to detail and a collaborative leadership ethos that fosters cohesive team dynamics. Proficient in adeptly managing concurrent tasks while upholding uncompromising standards of precision and efficiency.

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## SKILLS

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- **Core Skills:** SAP HANA, Supply Chain Management, Six Sigma, Service Now, Anti-Money Laundering, Incident Management, Workflow Analysis, Compliance Management, MS Office Suite.
- **Hard Skills:** Data Analysis, Quality Management, Process Management, Process efficiency improvement
- **Soft Skills:** Leadership, People Management, Team Management, Decision Making, Compliance and Planning, Customer Satisfaction
- **Intermediate in:** Data tracking, Workflow Analysis, Proposal Development

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## WORK HISTORY

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**Senior Technical Process Executive**, 04/2023 - Current

**Infosys BPM** – Bangalore, KA

- Directed SAP ERP operations, specializing in SAP HANA, resolving client and business issues within supply chain logistics, electronic data interchange, and Business to Business domains.
- Achieved remarkable customer satisfaction rating of over 98.5%
- Spearheaded organizational enhancement by implementing strategic business process improvements, resulting in creation of 12+ knowledge articles to optimize team processes.
- Engineered modernization initiatives, replacing legacy protocols with efficient methodologies, leading to 23.7% increase in operational efficiency.
- Collaborated with peers and clients to measure and optimize ongoing process performance, resulting in 12.8% improvement in process efficiency.
- Coordinated cross-team process initiation, minimizing redundancies and dependencies, leading to 17% reduction in operational overhead.
- Maintained regular communication with customers regarding data exchange and technology integration, ensuring 98.5%+ customer satisfaction rate.
- Responded promptly to phone and online requests, achieving 99.2% resolution rate, and contributing to meeting productivity goals consistently.

**Operations Representative**, 11/2021 - 03/2023

**Concentrix** – Bengaluru, KA

- Conducted Enhanced Due Diligence, resulting in significant 10.7% reduction in Anti-Money Laundering activities within process, equating to savings of approximately \$4,390,000 in potential financial risks.
- Monitored user activities using advanced surveillance tools, leading to prompt identification and investigation of any suspicious or abnormal behavior, resulting in 21.8% decrease in fraudulent transactions.
- Spearheaded resolution of tickets related to Anti-Money Laundering (AML) and Enhanced Due Diligence (EDD) for American users, contributing to noteworthy 13% decrease in ticket handling time, saving estimated 90 hours per month.
- Carefully analyzed and assessed user transactions, conducting comprehensive AML investigations to ensure regulatory compliance, resulting in 15% increase in successful regulatory audits
- Reviewed user profiles proficiently, updating documentation to meet stringent EDD requirements, resulting in 12.5% decrease in compliance-related issues and penalties.
- Collaborated closely with cross-functional teams, providing actionable insights and reports on observed irregularities, leading to 35% improvement in interdepartmental coordination and efficiency.
- Implemented robust reporting mechanisms, resulting in prompt escalation and communication of potential breaches or anomalies to relevant stakeholders, reducing incident response time by 30% and minimizing financial losses by \$7,500,000 annually.

**Technical Support Specialist**, 01/2021 - 09/2021

**Mphasis** – Bengaluru, KA

- Assisted customers in identifying issues and proposed solutions to restore service and functionality, maintaining exceptional process score of above 97%, resulting in 20% increase in customer satisfaction ratings.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones, achieving resolution rate of 97.2% within SLA.
- Rapidly assessed and diagnosed issues, employing analytical thinking to devise tailored solutions that aligned with customers' needs and specifications, resulting in remarkable Mean Time to Resolution (MTTR) of less than 2.5 minutes, reducing user downtime by 30%.
- Provided high-level technical support by resolving inquiries by phone, e-mail, and web consistent with department and team service levels and goals, maintaining customer resolution rate of 97.2%.
- Efficiently used ticketing systems to manage and process support actions and requests, achieving 25% reduction in response time and ensuring timely resolution of customer issues.
- Identified potential sales and cross-selling opportunities, resulting in 17% increase in upselling revenue and customer product adoption rates.

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EDUCATION

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**MBA**: Information Technology and System Management, 06/2023

**SVKM's Narsee Monjee Institute of Management Studies (NMIMS)** - Mumbai, MH

**BBA**: Finance, Science & commerce, 09/2020

**Dayananda Sagar College of Arts** - Bengaluru, KA