



SATYABRATA DASH

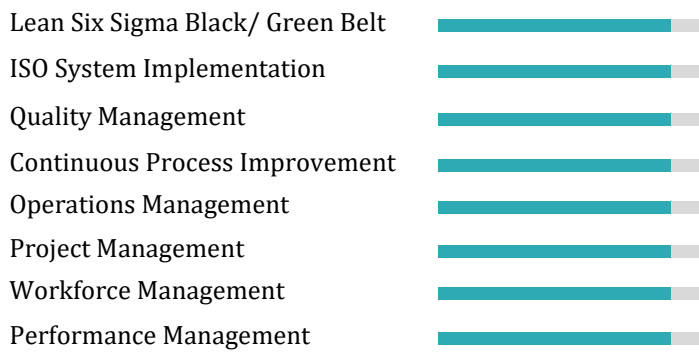
A highly experienced and accomplished professional with **over 22 years** of expertise in Quality Management, Operational Excellence, Project and People Management; actively pursuing a top-level role in the Healthcare industry, specializing in Quality Management and Customer Care.

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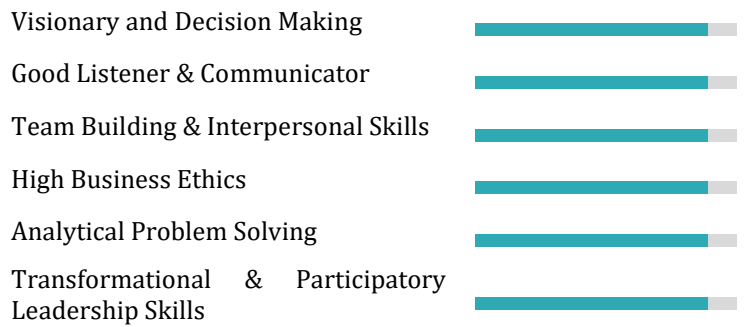
PROFILE SUMMARY

- Impressive success in **establishing in Quality Management System in two Organisation** with various improvement projects.
- Proven expertise in implementing **ISO standards ISO 9001:2015 and played a key role in ISO 27001: 2022** and driving operational excellence, resulting in **60% improvement** in quality metrics and customer satisfaction.
- Exhibited leadership across business functions with expertise in **managing customer service operations, resolving complaints**, defining targets, developing methods & upgrading processes to improve overall productivity, efficiency & quality.
- Orchestrated and oversaw **25 highly successful Kaizen events**, resulting in annualized **savings of approximately \$90,000** over a two-month period.
- Impressive success in leading **Lean Six Sigma Black Belt project** within the Injection Moulding Department, resulting in annualized **savings of approximately \$150,000 over a four-month period**.

CORE COMPETENCIES



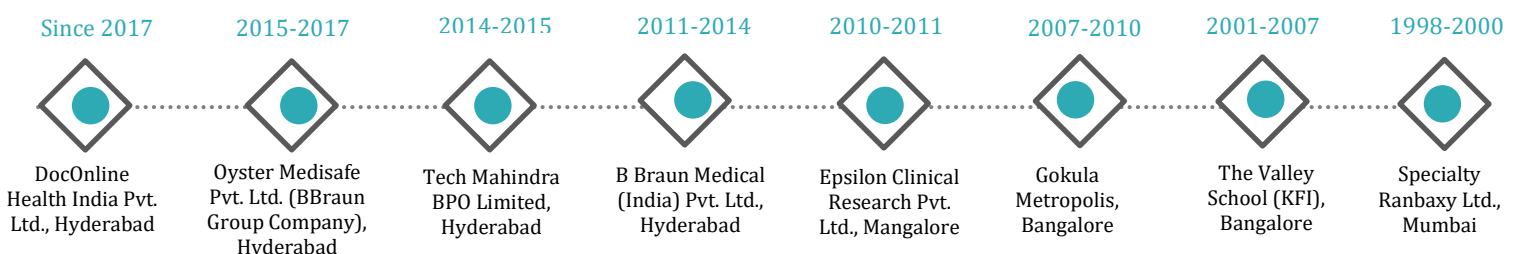
SOFT SKILLS



EDUCATION

- 2024** Pursuing Executive Certificate Program in Senior Leadership
IIM Visakhapatnam
- 2006** Post-Graduation Diploma in Clinical Research & Trials Management
ICRI, Bangalore
- 2003** M.Phil. in Life Science
M.S. University, Tirunelveli, Tamil Nadu
- 1998** Post-Graduation Diploma in Clinical Biochemistry & Medical Biotechnology
Utkal University, Bhubaneswar
- 1997** M.Sc. in Botany
Utkal University, Bhubaneswar
- 1995** B.Sc. in Botany
Utkal University, Bhubaneswar

CAREER TIMELINE





WORK EXPERIENCE

Since Sep'17 | DocOnline Health India Pvt. Ltd., Hyderabad | AVP – Quality & Customer Care

Responsibilities:

Customer Service Management: (Achievement of Key KPIs 99% call answer rate, < 1.2 Repeat call Ratio, < 3 escalations /year)

- Leading customer service operations for rendering and achieving quality services as well as optimizing client satisfaction levels and generating additional avenues for business.
- Maintaining high discipline and norm adherence, coordinating with superiors for cross-functional teams and innovative suggestions to improve operational functioning.
- Removing unnecessary procedures in processes while ensuring uniformity in the process understanding at the client's and the organization's end.
- Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes.
- Recruiting, mentoring & developing customer service agents and nurturing an environment where they can excel through encouragement & empowerment.
- Leading all escalated customer issues by working toward a win-win solution for both the store and the customer.
- Restoring stability to Tele-Sales department & effectively oversaw Customer Care department, achieving monthly KPIs.
- Supervising the training department to ensure strict compliance with the established training plan.

Quality Management System: (Key achievement of establishing ISO 9001 :2015 & Key as key role establishing ISO 27001:2022)

- Developing & implementing comprehensive strategies for Operations & Quality Management System (QMS) at senior level.
- Cultivating vibrant work environment that nurtures growth opportunities & inspires team members to achieve performance.
- Spearheading the successful implementation of ISO 9001:2015 and 27001:2022 guidelines throughout the organization.
- Providing guidance and support to ten managers in their pursuit of Lean Six Sigma Green Belt certification.
- Identifying process improvements, tracking performance & trends and implementing Six Sigma strategies & projects to maximize opportunities for business performance.
- Partnering with plant leadership to instill CPI culture; directing RCA & corrective action to reduce production losses.
- Supporting production employees and teams in improving operational excellence; leading Six Sigma events to improve existing processes and strive to instill positive sustainability.

Feb'15 - May'17 | Oyster Medisafe Pvt. Limited (BBraun Group Company), Hyderabad | Manager - Operational Excellence & Documentation

Responsibilities:

- Led the strategic development of two-year plans for establishment of Operational Excellence department within the organization.
- Successfully implemented the 5S methodology throughout the entire plant, resulting in improved efficiency and organization.
- Conducted comprehensive training sessions on various quality improvement tools and the Lean Six Sigma DIMAC approach for effective problem resolution.
- Orchestrated and oversaw **25 highly successful Kaizen events**, resulting in annualized savings of approximately **\$90,000 over a two-month period**.
- Accomplished a highly impactful Lean Six Sigma Black Belt project within the Injection Molding Department, resulting in annualized savings of approximately **\$150,000 over a four-month period (Rejection Rate decreased from 35% to 4%)**

Mar'14 - Feb'15 | Tech Mahindra BPO Limited, Hyderabad | Manager - Quality, BSG

Responsibilities:

- Facilitated Six Sigma project, reducing process defects and achieving improvement in customer satisfaction.
- Implemented various quality improvement tools and techniques, leading to increase in process efficiency and reduction in customer complaints.

Nov'11 - Mar'14 | B Braun Medical (India) Pvt. Ltd., Hyderabad | Quality Manager - Avitum Division (Service Provider)

Responsibilities:

- Organized 4 international clinical audits, ensuring compliance with quality standards and regulatory requirements.
- Represented India, Avitum division, and BBraun in a Head Nursing meet-up in Manila, Philippines, fostering international collaboration and knowledge sharing.

May'10 - Nov'11 | Epsilon Clinical Research Pvt. Ltd., Mangalore | Senior Manager - Operations, Quality Control & Business Development

Responsibilities:

- Directed quality control operations and led business development efforts, contributing to the organization's growth and reputation in the clinical research industry.
- Prepared NABL accreditation of Omega Clinical Laboratory, ensuring compliance with quality & regulatory requirements.
- Led the business development team in acquiring research projects, resulting in increase in revenue and market share.

Dec'07 - Apr'10 | Gokula Metropolis, Bangalore | Clinical Research Coordinator

Responsibilities:

- Coordinated Pharmacovigilance activities, ensuring compliance with safety regulations & timely reporting of adverse events.
- Introduced and coordinated Immunogenicity studies, enhancing the organization's capabilities in clinical research.

Nov'01 - Jul'07 | The Valley School (KFI), Bangalore | Junior Administrator

Responsibilities:

- Implemented administrative processes & systems, improving operational efficiency and organization-wide communication.
- Collaborated with stakeholders to plan and execute school events, fostering a positive and engaging learning environment.

Nov'98 - Dec'00 | Specialty Ranbaxy Ltd., Mumbai | Scientific Officer

Responsibilities:

- Conducted scientific research and analysis, contributing to the development of new pharmaceutical products.
- Collaborated with cross-functional teams to ensure compliance with regulatory requirements and quality standards.



CERTIFICATIONS



Lean Management Certification Program with OTIFAS Pvt. Ltd., Chandigarh (International Accreditation Organization)



Lean Six Sigma Black Belt Certification Program with OTIFAS Pvt. Ltd., Chandigarh (International Accreditation Organization)



Six Sigma Green Belt Certification Program with OTIFAS Pvt. Ltd., Chandigarh (International Accreditation Organization)



1- day Certificate Course on NABH Internal Coordinator Program with ODC, Hyderabad



Internal Quality Auditor (ISO 9001:2015 & ISO 14001:2015) certification program with MSME, Agra



Advanced 7-month full-time course in "Managing Technology Ventures"



Program in "Laboratory Quality Management and Internal Audit"



Program in "Integral Management" from Sri Aurobindo Centre for Advanced Research, Pondicherry



PERSONAL DETAILS

Date of Birth: 16th June 1975

Languages Known: English, Hindi & Oriya

Address: Flat # 303, Yogadha Nilayam, Sangeet Nagar, Kukatpally, Hyderabad -72

Hobby: Playing and Coaching Lawn Tennis