



TUSHAR JAGIRDAR

PROFILE

Hi, I am Tushar. I work as Sr. Manager Delivery with Shaip. I come with 21 years of overall experience. My expertise lies in optimizing processes to ensure high-quality service delivery while fostering strong client relationships and operational efficiency. I have successfully managed a diverse range of projects across industries such as Social Media, E-Commerce, & other relevant sectors. These projects include Content Moderation, Data Annotation, Data Collection, and Transcription.

STRENGTHS:

- Leadership
- Efficiency with Excellence
- Stake Holder Management
- Revenue Control

DOB – 31st August 1981

CONTACT

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ACTIVITIES AND INTERESTS

Trekking
Long Drives
Walk with my pet

WORK EXPERIENCE

Shaip

Sr. Manager Delivery
May 2024 – till date

Processes worked for – Data Collection, Transcription & Content Moderations

- **Project Management:** Oversee projects involving data collection & transcription services for the training of AI models
- **Global Leadership:** Managing a span of over 500 global freelancer's/contract employees with a team of 20
- **Portfolio Valuation:** Manage a portfolio valued at approximately \$6M, with a strong EBITDA margin of 35%.
- **Business Development:** Actively engage in new client acquisition and identify upselling opportunities with existing clients to drive revenue growth.
- **Performance Governance:** Lead the governance of accuracy and efficiency metrics to ensure the highest level of client satisfaction and service delivery.
- **Stakeholder Communication:** Conduct regular internal reviews with stakeholders and external reviews with clients on a weekly, monthly, and quarterly basis to assess project performance
- **Revenue Optimization:** Implemented monitoring systems to mitigate revenue leakage
- **Cross-Functional Collaboration:** Collaborate with cross-functional teams to drive operational excellence, foster innovation, and continuously improve business processes.

EDUCATION

Shobhit University

May 2015
Bachelor Of Commerce

Tech Mahindra Limited – Delivery Lead

January 2023 – April 2024

Processes worked for – Online Shopping Platform, Content Moderation, Annotation & Artificial Intelligence for Machine Learning

- Expertise in managing projects which involve Content Moderation, Ads review & AI for machine learning
- Managing a span of 400+ employees
- Portfolio valued at of \$3.6Mn with an ebidta of 20%
- Participated in multiple RFQ & transitioned the project successfully
- Governing multiple projects to achieve 99% Quality
- 10% efficiency gain MoM with innovation & insights
- Weekly cadence with Internal & External stakeholders
- Accountable for employee engagement & grooming
- Rigorous monitoring to control Revenue leakages & Budget Planning
- Collaboration with various teams to drive Business Excellence & Innovation
- Managed multiple ramps up effectively & ramp downs with sensitivity
- Leading teams with diverse skills Globally
- Driving Diversified & Inclusive workforce to ensure equal opportunity

Accenture – Operation Delivery Manager

From May 2016 till January 2023

Processes worked for – Social media platform, Content Moderation, Annotation & Machine Learning

- Expertise in Content Moderation, Ads review & AI for machine learning
- Managing a span of 300+ employees with 3 Managers as my direct reportee
- Successful delivery on Efficiency metric with MoM improvement
- Governing multiple projects to ensure Quality outputs
- Weekly cadence with Internal & External stakeholders
- Project Migration from other vendors to Accenture for the client
- Accountable for employee engagement & grooming
- Rigorous monitoring to control Revenue leakages & Budget Planning
- Collaboration with various teams to drive Business Excellence & Innovation
- Managed multiple ramps up effectively & ramp downs with sensitivity
- Leading teams with diverse skills Globally
- Driving Diversified & Inclusive workforce to ensure equal opportunity

Tech Mahindra Business Services – Team leader

From August 2005 till May 2016

Processes worked with – Customer service, Retention, Collections & Technical support

- Ensure achievement of skillset specific goals.
- Create a conducive environment for agents to ensure high performance.
- Attrition/ Absenteeism Risk profiling

Sutherland Global Services – Senior Technical support advisor

From December 2003 till August 2005

Responsibilities:

- Assisting customers with technical queries related to their computers