

V s n s Sharma Daita

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Core Competencies

Operations Management

Process Excellence and Transition

SLA/TAT Management

Workflow Management

Quality, Audit and Compliance

Escalation Management

Business Process Improvement

Stakeholder Management

Team Building & Leadership

Efficient organizer, motivator, team player and a decisive leader with the ability to motivate teams to excel and win, currently targeting for job opportunities to work in **Operations and Service Delivery Management, Project Management, Team Management** within an organization of high repute preferably near **Hyderabad**



Profile Summary

- Visionary and motivated professional with 7.5 years of experience; sound understanding of Operations and Service Delivery Management, Team Building and Leadership, Process Improvement Planning, Business Continuity Planning
- Skilled in managing operations, focused on maximizing customer satisfaction & process compliance
- In-depth exposure to on-time service delivery, quality & processes improvement and reporting functions
- Expertise in managing teams to work in sync with the corporate set parameters and motivating them for achieving business goals; experience of working in a cross-functional environment & coordinating with other departments
- Exposure in Business Process Improvement & Operational Excellence through implementation of Kaizen, Six Sigma, Lean, Kaizen, FMEA, DMAIC methodology (Define, Measure, Analyze, Improve, Control, QMS, 5S, VSM & other Process Management tools
- Supported employees with training and development activities; removed any barriers that keep the team from completing their tasks
- Received Extra Miler Awards twice and Employee of the Quarter Award 4 times while working in Wipro



Achievements

- Increased CSAT Score through implementation of Lean concept; reduced repeat escalations through Deep Dive methodology; maintained compliant SLA and delivered SLA compliance by 95% in a span of 2 years by suggesting ideas, discussing & implementing best practices with management within Wipro
- Identified areas which can be easily automated and decreased manual work within Wipro, utilized Five-Why analysis to reduce the excessive workload and maintain efficiency which saved the cost by 1600 man-days
- Successfully directing a team of 120+ ops with the assistance of 5 Team Leads; aided the team in evaluating the faulty areas within a project, retaining quality which has increased the overall team productivity by 100%
- Improved customer service and reduced customer complaint through Five Why analysis of customer requirement on the calls to increase productivity & level of customer satisfaction by 90% in Wipro



Education

- B.Sc. in Electronics Aurora Degree College, Osmania University, Hyderabad



Work Experience

Wipro, Hyderabad

Dec'20-Till Date: Group Lead-Operations Management

Key Result Areas:

- Managing end-to-end Project Management activities and ensuring that the team is given enough resources to fulfil the tasks without any delay
- Administering excellent workflow processes, implementing modifications, ensuring to deliver great candidate experiences from the initial stage & meeting the SLA & KPI targets
- Organizing and directing meetings, preparing reports and dashboards, leading weekly, monthly & quarterly review meetings
- Evaluating and resolving escalations in a timely manner

- Maintaining resources & performances of the team during the annual performance reviews
- Achieving process improvements and applying different techniques in processes to enhance productivity & profitability; removing unnecessary procedures in process for efficient functioning and ensuring uniformity in the process
- Participating in internal audits, reporting non-conformances, identifying root causes and implementing corrective actions; ensuring strict adherence to quality standards
- Adhering to contractual SLAs to ensure service delivery as per client expectations; exhibiting basic understanding of the risk and liability factors associated with process to ensure that performance does not lead to risks or liabilities for firm / client

Highlights:

- Successfully delivered multiple projects under WFH environment with 100% first pass

Nov'18-Dec-20: Team Lead- Operations Management

Key Result Areas:

- Led a team of 20 ops with respect to driving their performance
- Encouraged associates through effective management, career development and implementation of reporting mechanisms
- Formed liaison with other departments of the company like HR, Transport, Finance, IT for smooth functioning of the operations
- Managed sensitive tasks like trial clean up, Special Ad Hoc tasks (Task to help Self Driving Car and Machine Learning)
- Worked towards Tool Build Testing and validating and certifying new features which are added to the Production Tool

Apr'17-Nov'18: Operations Specialist

Key Result Areas:

- Re-evaluated the artificial intelligence data provided to the machine, analyzed and edited digital data as per prescribed policies
- Updated on a regular basis for the implementation of new approaches and labeling methods
- Prioritized the tasks accordingly so that it can be completed within prescribed TAT
- Followed the best methods in order to stabilize the Quality and production Standards
- Led a project with a team of 50 members which remained until the process wind-up
- Analyzed the testing tool thoroughly to determine any blockages or faults; worked and discussed the features of the new tool with the stakeholders which were required to improve the overall production and quality

Aug'15-Dec'16: Sr. Associate

Key Result Areas:

- Worked in box office operations and F&B operations
- Interacted with customers and ensured flawless services

- Received FLM certification from Wipro in 2018



Date of Birth: 2nd March 1995

Languages Known: English, Telugu & Hindi

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 Certification

 Soft Skills

 Personal Details