

# ANIL BAKSHI

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## SENIOR MANAGEMENT PROFESSIONAL

### COMMITMENT | LEADERSHIP | INTEGRITY

#### SUMMARY

- ❑ A creative & innovative professional with 20+yrs holistic work experience understanding entire gamut of business processes & proven results in Financial & Accounting processes, Sales Support, Customer Relationship, Marketing, Client Servicing and Brand Building activities.
- ❑ A change champion, who proactively identifies customer requirements, creates end to end systems and processes to improve customer service and quality using Lean/Six Sigma problem solving techniques.
- ❑ Expertise in evaluating the internal control systems / procedures and managing preparation of audit reports with a view to highlight the shortcomings and implementing necessary recommendations.
- ❑ A proactive planner with abilities in devising effective strategies for augmenting business, identifying and penetrating new market segments, promoting products for business excellence.
- ❑ An effective communicator, trainer & team leader who pursues, attracts and develops a talented diverse team; conveys & instills in others a strong sense of energy, excitement, ownership, personal commitment to work.

#### EDUCATION

**INDIAN STATISTICAL INSTITUTE**, Bangalore, India  
Certified **Master Black Belt Program** – November 2008

**INDIAN INSTITUTE OF MANAGEMENT**, Bangalore, India  
**Executive General Management Program** – April 2007

**UNIVERSITY OF DELHI**, Delhi, India  
**Bachelor in Commerce** – July 1992

**INSTITUTE OF COST & WORKS ACCOUNTANTS OF INDIA**, Kolkata, India  
**Intermediate Examination** – Dec 1990

#### PROFESSIONAL EXPERIENCE

##### 03/2015 till date **OpexGuru Consulting LLP**

Set up a independent process innovation practice with **Boston Scientific India ( Finance, IT & Distribution)** as our first client. We are contributing to their continuous improvement journey and creating a blueprint for finance of the future, redefining roles with shift towards value addition.

We are also advising a top notch insurance agency distribution company for re-engineering the existing processes and creating a principal agnostic/product agnostic Digital Agent platform for eliminating non value added admin tasks, improving collaboration and creating a community of social media active agents across north India.

##### 11/2012-11/2013 **Accenture India, Chennai BPO**

###### **Level A (VP) - Operational Excellence & Innovation**

- Leading Operational Excellence, **Process Automation** & Innovation Agenda for Chennai BPO with 50+ clients largely in Finance & Accounting domain ( Procure to Pay, Order to Cash and Record to Report Processes). The focus was on implementing Best in Class processes in general accounting, reducing time & effort in month close and making financial and managerial reporting actionable for clients.

- Driving Operational Maturity framework, Next Gen Monetization Initiatives and cost reduction initiatives for multiple clients in Finance & Accounting, Supply Chain, HealthCare, Life Sciences, and Credit Services.

#### **Key Achievements**

- Over-achieved yearly cost savings, client value creation targets through a team of MBB/BBs.
- Blueprint for Operational Maturity in Digital BPO using Mobility, Cloud Computing & Analytics
- Launched Social Collaboration Tools for Ideation ( Brainstorm, Yammer) in Chennai
- Top 10 contributor globally for Tech Masters Program (Tech Growth Platform for BPO)
- 4C Road show showcasing the best of Chennai People, Processes & technology.

**11/2013-till date**    **YESBOOKME.COM (a Private Limited Company incorporated in June 2012)**

#### **Founder/Director**

- Incorporated a travel services company with focus on online travel business in India.
- Contracted negotiated rates with hotels & B2B consolidators in India & abroad.
- Launched [www.itskerela.in](http://www.itskerela.in) portal with 2000+ packages

**11/03 – 03/2012**    **DELL INTERNATIONAL SERVICES (A subsidiary of DELL INC. USA)**

**10/09 – 03/2012**    **Director- Global Dell Outlet (www.delloutlet.com)**

- Promoted to drive turnaround operational results of \$ Asset Recovery Business(Global Dell Outlet).
- Fulfilled a broad range of Sales Support functions for Dell Reverse Logistics Operations including Returns Management, backend support to Outlet Website as well as offline channels with ownership of tools, processes, analytics and reporting.
- Work closely with Marketing & Factory Directors on Online/ Offline business strategies, Social Media Support, Pricing & Discount Controls, Web Analytics &Product Returns.
- Led breakthrough improvements through Innovation
  - **Improved Net Promoter Score from 24% to 38%**
  - Improved Cycle time for System Exchanges: **95th percentile in 2 days** (70% imp YOY)
  - Improved Finished Goods Availability to Sell (87% imp YOY)
- Drove \$1M productivity savings by re-engineering NVA in processes.

**03/07 – 10/2009**    **Senior Manager-Strategy & Governance- Global Consumer Operations, Services, Support, S&P**

- Run weekly leadership governance/staff meetings for GCOSSP organization ( assisting Global VP)
- Align Change the Business initiatives & related discussions to Dell Consumer Reinvention Plan
- Advance scout for new technologies which can accelerate delivery of Consumer Reinvention Plan

#### **Key Achievements**

- **Successful governance of cost reduction initiatives- 23% YOY in Support Network**
- Re-Energize 10K employees through Innovation Forum, Leadership Chat program
- **“SIGNIFICANT Achievement Award”** for organizational agility in driving global governance remotely.

**03/06 – 03/2007**    **Senior Manager-Corporate Programs (Standardization) Global Customer Support Group**

- Understand complexity and diversity of various business processes and support functions, challenge the status quo and propose change recommendations in critical areas which are high impact
- Prioritize Business Critical / High Impact Issues for conducting strategic & operational process assessments and recommend game plans for implementation of best practices and drive

Standardization.

- Build and maintain consensus on change management by working closely with senior management on a wide range of critical issues.

### **Key Achievements**

- **Improved Customer Satisfaction by 10% - Brilliant At Basics Case Management Project.**
- Revamped India Training Organization ( 4 sites, 150+ team) by creating an Outcome focused Execution Plan(**Agent Capability Model**)resulting in changes in New Hire training design, content creation, delivery and certification processes. Introduced Six Sigma based BPMS as India Training governance model.
- Coordinated India level Talent Acquisition Strategy & process changes to hire 6000 employees in FY07.

06/05 – 03/06  
India

### **Program Manager II BPI, COPC & Performance Reporting - CustomerContactCenter,Chandigarh,**

- **Dell Chandigarh was setup as 3<sup>rd</sup>ContactCenter in India and I was tasked to set up performance improvement team & deliver fastest ramp up of 1500 employees with process capability at par with established sites.One of the key priorities for site was to adopt best in class COPC Standards.**
- Set up and led the 10 member Site Process Improvement Team to supportDell's US Technical Support&Customer Carebusiness. Supported Site to ramp from 200 heads to 1500 headsin 3 quarters of joining.
- As part of Site Management Team, coordinated execution strategies on all critical to success business metrics such as Customer Experience, Resolution, Process Compliance & Attrition.
- Ensured timely and accurate delivery of Site Performance Reporting process (multi-tiered Stack Ranks,
- Driving Weekly Management Reviews, Reporting Trend analysis, Control Charts, and tracking business on adherence to implementation of proposed actionables.
- Drove BPI & COPC program – trainings, certifications and process improvement projects for Chandigarh site.

11/03 – 06/05

### **Program Manager-BPI & Performance Reporting - CustomerContactCenter,Hyderabad, India.**

- **Dell Hyderabad was setup as 2nd Contact Center in 2003 and I was hired to setup a BPI program to define BPI training, project management infrastructure & roadmap for financial savings. The role required me to develop BPI team, kick start projects on key call center metrics and digitization of performance reporting.**
- **Dell Worldwide BPI Quality Day Finalist in 2004** for the **Best Green Belt project** mentored.
- \$ 8 Million Savings in FY05. Trained 80 Green Belts and 100 Yellow Belts. 8 projects certified.
- **One Dell Award** for successfully completing standardization of Consumer Technical Support process.
- Engaged 700+ employees in Quality Culture event “ BPI EXPO 2004”& launched BPI Idea website.
- Successfully mentored projects to improve One Call Customer Satisfaction by 9%, increasing issue resolution to 86% and minimizing variation in AHT for Consumer Technical Support processes.

### **02/1997 – 11/2003 AMERICAN EXPRESS, Financial Resources Center- East, New Delhi, India**

07/01 – 11/03

#### **Project Leader- Global Program Office- Six Sigma Enablement**

- A global six sigma resource deployed on Finance Controllorship initiatives to lead & manage strategic, structural & improvement projects following six-sigma methodology.
- Contributed to 80+ FTE re-engineering across global processes by reducing defects, cycle time and non value added process steps.  
**Chairman's Award- Honorable Mention.**
- Piloted & program managed Six Sigma based Process Governance Model for American Express Finance- Global Transaction Processing & contributing to creation of control metrics to support Sarbanes Oxley Act related requirements.  
**Finance 1<sup>st</sup> Tier and 2<sup>nd</sup> Tier Award for outstanding contribution.**
- Facilitated spread of six sigma culture by coordinating Kaizen activities such as idea generation and mentor employees on Six sigma / problem solving projects.  
**American Express BLUE BOX AWARD** for demonstrated commitment to American Express corporate values of teamwork, integrity and customer focus.

02/97 – 06/01

### **Team Member- Financial Integrity ( Japan, Asia Pacific & Australia Region)**

- Accurate processing and reporting of balance sheet exposures to Financial Controller of Australia & NZ, supporting the CARD & Travel businesses of JAPA region.
- Coordinated the clearance efforts related to over-aged transactions through research and accounting analysis -**General Manager's Award** for significant contribution to clearance effort.
- Low cost process automation leading to re-engineering of 4 FTE efforts & creation of Controller level Exposure Reporting **Business Leader Award**
- Coordinated Phase Out of .Y2K non compliant technology platforms and reduced rework in reconciliation effort by process standardization. **Business Leader Award**

### **02/94 – 02/97 Apollo Tyres Ltd, New Delhi, India**

#### **Officer Corporate Audit**

- Reported into Chief Internal Auditor and conducted system and management audits to assess adequacy and completeness of financial, business and operational controls within Corporate functions (Fixed Deposits, Working Capital Management & Capital Projects), 100 branch offices, 4 Redispatch Centers and 3 tyre production facilities ( production, planning and quality controls).
- Reduced audit cost by 30% by introducing Self Audit ICQs ( Internal Control Questionnaires) for Regional Managers visiting branch locations. Influenced changes in tyre warranty claims policy basis market-consumer behavior study, resulting in Rs 3 Crore savings per annum.

### **07/92 – 10/93 Anil Aneja & Co, Chartered Accountants. New Delhi. India**

#### **Audit Assistant**

- Worked with a reputed firm of chartered accountants specializing in systems and management audits of reputed organizations in India. Conducted financial and operational process reviews for organizations like Taj Group of Hotels, Escorts Financial Services, Gillette, Modi Olivetti, Elbee Couriers (UPS). Etc.

## **SIX SIGMA & MANAGEMENT PROGRAMS**

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Executive Presence	Accenture	2013
Industry/Business Advisor	Accenture Learning Program	2013
Leadership Imperative Trainer	Dell Global	2011
Leadership-Empowering Teams	Capt AbraShoff	2009
COPC Registered Coordinator	QAI India	2004
BPI Black Belt Program & JMP	Dell BPI Program Office	2004
Six Sigma Black Belt	Institute of Sigma Learning	2003
Six Sigma Green Belt	American Express Six Sigma	2002
Transformation for Growth	Eicher Consultancy	2001
Total Process Quality Assurance	Modi Corp. Institute, India	2000
ISO Audit Workshop	Institute of Internal Auditors, Delhi Chapter	1996
Edward De Bono's Workshop on Creativity		2004
Global Project Management Skills		2003
Global Facilitation Skills		2003
Conflict Management		2002
American Express New Leader Program		2001
Practicing Situational Leadership & Change Management		2000
Building on Your Ability (BOYA)		1999
Achieving Extra Ordinary Customer Relationships		1997

## **PROFESSIONAL NETWORK**

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- ASQ Six Sigma Forum, Service and Support Professionals Association,
  - CRM Network, India Benchmarking Institute ( 2003),
  - **Reverse Logistics Association,**
  - **CFO Roundtables, CFO Leadership Council, Marketing Leadership Council,**
  - **The Indus Entrepreneurs ( TIE) Delhi,**
  - Indian Association of Travel Operators
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