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| |  | | --- | | Anand Dhutraj    Professional Summary   * Experienced IIT IIM professional with over 20 years of experience in Strategy, Operations, Transitions and Business Excellence. * Expertise in starting, building and growing new Businesses for 10X growth with end to end P&L accountability. * My Leadership strategies have delivered sustained business results of profitability and growth in multiple business settings. * Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. * I have deep business acumen, extreme attention to detail and a natural willingness to roll up sleeves to identify and solve real world problems by inventing new ways to meet those needs. * Rich experience in Industrial sectors like Manufacturing and Services sector with proven expertise in Strategy, Operations Management, Project Management, Transitions and Business Analytics across Customer Service, Technical Support, Account Receivables Management, HR and Life Sciences.   Accomplishments   * Awarded Silver Certificate from the Director and a Letter of Commendation from the Executive Director for implementing several innovative proposals, which led to annual recurring savings of INR 2.6 Billion for Indian Oil. * Received Letter of Appreciation from the Executive Director, Indian Oil for successfully organizing event graced by Minister of Petroleum and Natural Gas, Govt. of India despite inclement weather. * Consistent excellent performance leading to tripling of revenues from US $4 Million per annum to US $12 Million per annum for my business unit in vCustomer by expanding business geographically from US to include EMEA and APAC region and from voice support to email, chat support. * Turned around with additional revenue of US $1 Million per annum by acquiring four new portfolios from a client by growing organically through strong performance in Altisource. * Successfully setup Shared Service Centre of i-Admin HR BPO in India with six different verticals. * Grew the existing Pharmacovigilance affiliate business from US, South Americas, Australia/New Zealand and increased with new footprint in Europe and Japan resulting in additional revenues of more than US $4 Million per annum in Cognizant. Successfully setup and stabilized these new businesses in Life Sciences vertical by setting up new delivery centres in Hungary, China and Japan.   Work History  Founder & CEO, 02/2020 to date  Opti-Agile Business Services, Mumbai, Maharashtra  Leading Opti-Agile Business Services, which provides best in class unique operating experience with focus on increasing productivity, cost optimization and improving the bottom-line which would take away all the worries of a client.   * Founded consulting start-up and currently growing business from zero to achieve the forecasted revenue target for FY2020. * Developed and implemented business plan and strategy; identifying and exploiting new opportunities. * Pro-actively participating in all facets of the company and working closely with other executives in order to sustain growth and stabilize the business. * Building and maintaining professional relationships with potential partners and investors. * Leading and managing all company operations.   General Manager (Engagement Lead), 05/2016 to 09/2019  Cognizant Technology Solutions Pvt Ltd, Mumbai, Maharashtra  Worked in collaboration with various stakeholders for a leading Pharma client to manage and monitor the adverse event management, reporting and related Operations and Transitions for affiliate-level Pharmacovigilance activities for ensuring regulatory compliance, deliverable quality and business efficiency.   * Entire P&L leadership and responsibility * Transitioned and Setup operations for business in Europe, China and Japan for the client including setup of new delivery centres in Budapest - Hungary, Dalian – China and Tokyo - Japan with successfully completing hiring for the resources in these geographies. * Managed various teams with more than 350+ associates working out of different locations like Mumbai, Pune, Hyderabad in India, East Hanover in US, Budapest in Hungary, Buenos Aires in Argentina, Dalian in China and Tokyo in Japan by monitoring and meeting SLAs and working on process improvement, improving quality and customer service. * Analysed current business plan, identified inefficiencies in existing processes, and tracked performance following implementation of improvements partnering with Business Excellence team. * Developed new avenues for existing business and revenue growth by engaging with client executives to assess strategic business needs and challenges and translate business strategy into human capital opportunities with business impact. * Managed and achieved successfully internal and external quality audits by meeting the stringent audit criteria.   Country Head, 11/2012 to 04/2016  i-Admin Outsourcing India Pvt Ltd, Bangalore, Karnataka  i-Admin is Asia's premiere multi-country payroll solutions provider HR BPO since 1999, headquartered in Singapore. It offers payroll and HR outsourcing solutions to over 600 clients across 15 countries in Asia with presence in 8 integrated regional hubs.   * Setup Shared Service Centre of i-Admin in India by consolidating all the common activities of eight entities of i-Admin in APAC by creating strategy blueprint plan with process identification, created blue print of these processes and implemented them including Transitions and Operations Managements for the six verticals which were setup. * Spearheaded diverse teams with complete accountability for the centre by monitoring SLAs and worked on process improvement resulting in improved quality and customer service delivery with verticals such as Accounting Services, HR, Customer service - help-desk for B2B clients, Technology Applications Group, Revenue Control Unit, Payroll Operations Team and Business Excellence. Did new hire recruitment, training and ensuring smooth administration of site launch from 5 to 60 employees in a span of 1 year and 100+ in couple of years. * Guided and mentored new managerial level employees on operations management for developing a robust management pipeline. * Managed the Technology Applications Group in India having separate units of DBI, Server and Security Management, Software Development involving in various software applications development including testing and deploying it successfully in production environment. * Managed the Revenue Control Unit including end to end entire i-Admin revenue management by creating client repository, contract and fee management, invoicing activities, revenue reporting and analytics for the same. * Increased revenue share in Payroll Operations in India from 10% to 33% and business share from 20% to 33% by re-engineering existing processes to create operational efficiency and improve process quality. * Started Business Excellence activities in i-Admin including implementation of reporting and analytics for all internal business groups of i-Admin:   + Developed quality framework and created a strong quality assurance process for all teams to identify key areas of operational leakages and fixed them to achieve quality metrics and improved operational efficiency thereby.   + Created Performance Scorecards for measuring performance of operations across entire organization with focus on process excellence. Increased productivity and improved overall quality by undertaking and completing various process excellence projects.   + Created and implemented different reports to have end to end view on organization performance for all activities.   Senior Service Delivery Manager, 08/2008 to 05/2012  Altisource Business Solutions Pvt Ltd, Panaji, Goa  Altisource Portfolio Solutions is a spin-off of US head quartered Ocwen Financial Corporation. ABSPL is a leading business process outsourcing provider to the financial services industry, specializing in loan servicing, mortgage fulfilment and receivables management services.   * Managed Financial Services vertical with five clients having different portfolio with combined revenue of over US $5 million with entire P&L leadership and responsibility. * Led receivables management services spread across Goa and Mumbai for Top US Credit Cards/Banks/Utilities with a team of 150 employees, including 3 Managers and 12 team leaders, ensuring top of the class liquidation rates for all portfolios handled. * Managed relationship with key clients and held monthly review meetings to discuss portfolio liquidation rates and strategy /measures for improving performance. * Responsible for developing leadership pipeline, conducting appraisal discussion and career planning of team members. * Spearheaded Business Excellence activities for my vertical through which:   + Effected higher profitability by saving US $500,000 per annum on costs by redesigning and reworking the process of skip tracing and letter strategy.   + Conducted Customer Segmentation analysis for the business portfolio through which devised new collection processes and strategies to improve liquidation rates and enhance revenue numbers.   Associate Director, 01/2007 to 07/2008  vCustomer Services India Pvt Ltd, Pune, Maharashtra  vCustomer was a leading US-based global provider of process driven, quality-centric BPO service provider, contact centre and technology support services from its multi-city, state-of-the-art processing centres in India now acquired by Tech Mahindra.   * Headed Retail vertical handling customer service and sales with overall P&L Ownership and revenue of over US $5 million. * Managed and met Service Delivery Metrics consistently - Customer Satisfaction, Service level, Average Handle Time, Average Speed to Answer, Sales Conversion and Quality. * Lead and executed new ventures including making Business Plan, Feasibility Study, Financial Projections and other allied activities and providing support for RFP. * Handled reporting for all clients and provide various business analyses to top management. * Developed and implemented in-house automated open source Learning Management System to achieve training time reduction and cost reduction and increase in graduation rate.   Group Process Manager, 05/2004 to 12/2007  vCustomer Services India Pvt Ltd, Pune, Maharashtra   * Headed Program Management of Technical Support and customer care with Team Size in excess of 600 employees and annual revenue of US $12 Million across two sites. * Managed Service Delivery Metrics defined by Customer Satisfaction, Service level, AHT, ASA, Sales Conversion, etc for a process with Call volume 150,000 (monthly), generating monthly revenue of US $1 Million. * Ramped up from a team size of 30 to a team size of 600 based on best of class performance for the client by exceeding client expectations on all service deliverables. * Undertook Process Excellence projects of reduction in Average Call Handling Time to increase productivity and reduced quality errors by ensuring the identified quality gaps were rectified through effective monitoring and improvement measures leading to being the Top CSAT Vendor for the client.   Assistant Manager, 04/2001 to 04/2002  Indian Oil Corporation Limited, Mumbai, Maharashtra  Indian Oil is the leading Indian Company to feature in Fortune 500, and is market leader in Oil Downstream sector in India.   * Headed Capital Projects worth INR 10 Billion for Western Region comprising states of Maharashtra, Gujarat, Madhya Pradesh and Goa. * Worked on Grass Root and Augmentation projects including Commissioning of LPG Bottling Plants with overall Project Management including Procurement, Vendor management and Site management. * Was responsible for monitoring and liaising with legal and statutory bodies across India. * Controlled cost overrun in projects by ensuring time completion of project activities by clearing bottlenecks.   Operations Officer, 08/1997 to 04/2001  Indian Oil Corporation Limited, Ahmadabad, Gujarat   * Managed Manufacturing Operations Management and Supply Chain Management by leading Floor Operations and entire Supply Chain Management for 100 distributors situated in 46 different markets having annual turnover of INR 37 Billion. * Managed floor operations with work force of 500 people effectively and achieved productivity, cost reductions and safety targets while creating a strong team. * Carried out Production Planning and Control activities involving Assembly Line Balancing and Resource allocation. * Handled procurement and optimization of production raw material inventory with Vendor Management. * Ensured Effective transport fleet utilization for raw LPG Sourcing and end product distribution for cost optimization. * Did thorough scheduling and planning of demand-supply to ensure zero dry outs in sourcing of raw materials and supply of end products to market. * Maintained Liaisons with Government and statutory bodies for legal compliance.   VOLUNTEERING ACTIVITIES  Volunteer, From 01/2019 onwards  The Social Innovators (TSI), Thane, Maharashtra  TSI is a social group whose idea is to help society. Currently have undertaken many social initiatives through the following broad areas:  1) Social Activities: Conducted cycle donation drive for needy school students at Talawade. Conducted blood donation camps with help of Tata Memorial Hospital for benefit of cancer patients etc. Conducted breast screening camp for women with association of LifeShots on the event of Women’s day.  2) Citizen Initiatives - Partnering with citizen groups to address common problems like water conservation, dry waste segregation and plastic recycling by forming Waghbil Residents Group. | | **Linkedin :** www.linkedin.com/in/ananddhutraj  **EDUCATION**  MBA, Operations/Marketing, 2004  INDIAN INSTITUTE OF MANAGEMENT (IIM) - Calcutta  B. Tech, Chemical Engineering, 1997  INDIAN INSTITUTE OF TECHNOLOGY (IIT) – Bombay  **Skills**   * Thought leadership * Motivational leadership style * Cross-functional teams leadership * B2B, B2C Customer service and engagement * Operations Management * Strategy * Transitions * Business Excellence * Program Management * RFP support * Shared Services * SLA / Quality Management * Technical Support * Business Analytics * Change management * Process improvement and Business Process Re-engineering   **CERTIFICATIONS**  Six Sigma Black Belt Certified |

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