


# VIKRANT DUTTA

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 India

Dear Hiring Manager,

I am writing to express my interest in the senior-level/mid senior-level position available in your Operations domain. With over 15 years of experience in the IT & ITES service delivery segment, I am confident that I have the skills and expertise required to drive business success and exceed expectations in this role.

Throughout my career, I have developed a proven track record in leadership and operations management, with a keen ability to align business priorities, develop effective solutions, and track key performance metrics. I have successfully managed diverse teams across multiple nationalities, implementing continuous improvement and quality analysis initiatives to drive operational efficiency and productivity.

My significant contributions include successfully leading a team of 250 FTEs for ADS, which included 3 Virtual Contact Centers (VCCs), while managing 3 major workflows that were spread across 2 different locales, ensuring optimal operational efficiency and productivity. I also served as the Single Point of Contact (SPOC) for the HI\_IN and EN\_IN transcriptions teams, which included over 90 data associates, with the primary responsibility of driving the achievement of both quality and Average Handling Time (AHT) goals, assuming ownership of driving the TCM (Training queues) to achieve a 70% increase in accuracy for IN locales located in the MAA site.

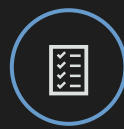
Additionally, I have experience in managing programs and projects, such as the Privacy Ambassador Program, and closing 100k annotations during a project of India Machine Learning, increasing customer centricity.

With my background in operations management and my ability to lead and motivate teams to achieve their goals, I am confident that I can contribute to the success of your organization. Thank you for considering my application. I look forward to the opportunity to further discuss my qualifications with you.

Sincerely,

Vikrant Dutta

# VIKRANT DUTTA



Performance Management



Delegation & Supervision



Training & Development



Building & Appraisals

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## Profile Summary

Highly skilled and results-driven Operations Manager with over 15 years of experience in the IT & ITES service delivery segment. Adept at implementing continuous improvement and quality analysis initiatives while managing diverse teams across multiple nationalities. A proven track record in leadership and operations management, with a keen ability to align business priorities, develop effective solutions, and track key performance metrics. Seeking a senior-level/mid senior-level position in a well-equipped Operations domain to continue driving business success.

## Academic Qualification

Pursuing | MBA in HR | XLRI Jamshedpur

2005 | Bachelor of Commerce - (Specialization in Computer Science) | Pydah College - Affiliated to Andhra University

## Growth Path



Jun 2019 - Apr 2022  
Operations Manager  
Amazon Development Centre



Apr 2018 - Jul 2019  
Operations Manager  
Barclays Global Service Centre



Nov 2016 - Mar 2018  
Associate Service Delivery Manager  
Merit Software Services



Feb 2016 - Oct 2016  
Assistant Manager Operations  
Wipro Pvt. Ltd



Aug 2013 - Aug 2015  
Team Leader Operations  
Infosys BPO



Sep 2011 - Jun 2013  
Senior Customer Analyst  
ADP India Pvt. Ltd



Jan 2007 - Jun 2011  
Quality Analyst & Process Trainer  
HSBC India Pvt. Ltd

## Operational Expertise



## Data Analysis and Interpretation



## Significant Contributions:

### Senior Operations Manager, L6:

- Managed IML Onboarding and Setup by generating the relevant cost code to enable performance tracking for IML DAs. Established quality improvement for HI\_IN transcription by recommending team shuffling basis the spread of the BQ DAs to equalize the load between the HI\_IN TMs.

### Program Manager, L5:

- Led the team in support of the Privacy Ambassador Program since its launch while training them to transition to a new environment as the only L5 Program Manager in MAA.

### Senior Data Scientist, L6:

- Closed 100k annotations during a project of India Machine Learning, increasing customer centricity.

### Program Manager, L5:

- Supported communications launch of Aux codes in ADS central through exemplary team collaboration and prompt submission of the DA version of Aux code definitions.

# Work Experience

## Operations Manager, Amazon Development Centre | Jun 2019 – Apr 2022

### Alexa Data Services (ADS) Centre-Specific Responsibilities:

- Oversaw the entire spectrum of ADS operations in Noida, Pune, Hyderabad, and Chennai while managing inbound and outbound operations as well as inventory planning.
- Entailed tasks for delivering sophisticated data generation, refinement, and analytical services aimed at facilitating the development, experimentation, and preparation of the Alexa AI Engine.
- Maintained a close working relationship with internal clients, particularly the Machine Learning Science modeling teams, delivering mission-critical data essential to enhancing Alexa's Automatic Speech Recognition and Natural Language Processing models, as well as augmenting domain features.
- Offered comprehensive leadership, direction, and management oversight for the assigned process/locale aimed at driving optimal scaling, operational efficiency, productivity, and the provision of top-tier service levels.
- Prioritized the maintenance of data quality across multiple Amazon products and services, ensuring high levels of performance were achieved and sustained.
- Assisted in shaping the organization's strategic direction, contributing to the formulation of a directional roadmap to guide the future development of the Alexa Data Services Org.

### Team Management and Leadership:

- Managed a group of Team Managers, Senior Team Leads, and Data Associates while ensuring that they were properly trained, motivated, and working together effectively.
- Worked towards achieving the business objectives across different marketplaces by having a group of Team Managers and Senior Team Leads to add/obtain content for the product listings on Amazon's website.
- Performance Monitoring and Improvement:
- Monitored key performance indicators (KPIs) to ensure that the facility met its goals.
- Identified areas for improvement and implemented strategies to improve efficiency, quality, and safety.
- Established and implemented service level agreements (SLAs) and metrics consistent with Amazon's fundamental principles and leadership tenets.

### Planning and Scheduling:

- Developed and maintained a production schedule that optimized resources and met customer demand.
- Coordinated with other departments to ensure that materials and equipment were available when needed.
- Supervised capacity planning, spearheaded business objectives, and cultivated functional expertise within the site while handling pressing situations with a decisive and action-oriented approach in a dynamic work atmosphere.

### Budget and Cost Control:

- Developed and managed budgets for the facility and ensured that expenses were within budget while identifying opportunities to reduce costs and increase efficiency.

### Safety and/or Regulatory Compliance:

- Ensured that the facility/service complied with safety/regulatory requirements.

### Stakeholder/Team/Customer Relationship Management:

- Sustained relationships with customers, suppliers, and other external stakeholders.
- Worked closely with associated departments, such as the Engineering/Ops Analytics team, to promote operational superiority and streamline processes across all functions within the facility.
- Actively collaborated with top-level executives on matters of business priorities and strategic planning.
- Executed exceptional customer service, which in turn set the team up for triumph in delivering an unparalleled customer experience.

### Continuous Improvement:

- Continuously evaluated processes and procedures to identify opportunities for improvement by implementing changes and monitoring their effectiveness.

### Milestones Achieved

- Successfully led a team of 250 FTEs for ADS, which included 3 Virtual Contact Centers (VCCs), while managing 3 major workflows that were spread across 2 different locales, ensuring optimal operational efficiency and productivity.
- Served as the Single Point of Contact (SPOC) for the HI\_IN and EN\_IN transcriptions teams, which included over 90 data associates, with the primary responsibility of driving the achievement of both quality and Average Handling Time (AHT) goals, assuming ownership of driving the TCM (Training queues) to achieve a 70% increase in accuracy for IN locales located in the MAA site.
- Ensured a smooth implementation of the SOE migration in MAA, involving the testing of a total of 13 SOs across EN\_US, EN\_UK, HI\_IN and EN\_IN locales during Wk 43, subsequently extending to cover over 240 SOs across all locales, with the process being completed by the end of Wk 50.
- Supervised the GSR team in proficiently initiating the IML process, resulting in the delivery of 1.085 million units across all 4 projects while maintaining a quality standard of at least 90% from the initial week of implementation (Week 32) to eleven consecutive weeks (Week 43).
- Utilized data trends and patterns to resolve a disparity in the complexity of transcription between 2 locations, MAA and HYD, reducing manual skip by 35.18% and improving quality by 3.36% in MAA.

### Process Expertise:

- Process Mapping and Documentation
- System Integration
- Process Control
- Process Redesign and Analysis
- Change Management
- Performance Metrics Development
- Implementation Planning and Execution
- Business Transformation

**Overall Operations Management:**

- Supervised the robustness of the process (comprising 80+ personnel) by constantly monitoring metrics and implementing a range of process improvements and initiatives to enhance its efficacy.
- Developed and implemented HR operational strategies and initiatives that aligned with the company's goals and objectives.
- Monitored performance metrics and identified areas for improvement, ensuring that operational targets were met/exceeded.
- Fostered operations excellence in the recruitment process, encompassing the end-to-end cycle management of the hiring process.
- Collaborated with senior management and other departments to optimize processes, increase efficiency, and reduce costs.
- Managed budgets, resources, and staffing levels to achieve operational goals and ensure a high level of customer satisfaction.
- Team Management:
  - Ensured that the Key Performance Indicators (KPIs) set for the team were met, adhered to, and reported to the senior management team on a monthly basis.
  - Fostered a positive and collaborative team culture, promoting open communication and cross-functional collaboration.

**Process Improvement:**

- Identified opportunities for process improvements and automation to increase efficiency and reduce costs.
- Used Data Analytics, Departmental Strategy, Needs Analytics, Training Delivery, and Idea Generation to track performance and cultivate a culture of continuous improvement.
- Conducted analytics on measures aimed at reducing customer complaints, including the automation of the complaint process.
- Contributed to the team in transitioning the Techno and Functional aspects of the Workday HCM application.
- Achieved resource planning through the staffing model, which included a comprehensive analysis of FTE headcount for tasks that underwent transition, thereby facilitating optimal utilization of available FTE resources.
- Identified the CTQ aspects being undertaken along with process discrepancies (if any) for the seamless management of operations to meet the expectations of both employees and internal stakeholders.
- Facilitated regional involvement in Systems and HR process changes, spanning from change management, User Acceptance Testing (UAT) to Training.

**Project Management:**

- Managed projects from inception to completion, ensuring that they were delivered on time, within budget, and to the required quality standards.
- Worked with team and stakeholders to define project scope and objectives geared towards defining new features, enhanced processes, and minimized costs.
- Ensured that projects were documented and communicated effectively to stakeholders.

**Relationship Management:**

- Built and maintained relationships with key stakeholders, including internal teams, customers, and suppliers.
- Consistently provided top-notch customer service with minimum complaints while also serving as a liaison between front-line personnel and upper management.
- Spearheaded efforts to drive user adoption of systems through effective communication and training initiatives.
- Promoted the company's values and culture in all interactions with stakeholders.

Associate Service Delivery Manager, Merit Software Services | Nov 2016 – Mar 2018

**Operations Management:**

- Managed day-to-day operations of the service delivery team pertaining to the organization's most prominent clients.
- Acted as the primary point of contact for delivery staff members seeking guidance and direction.
- Ensured service delivery processes were followed and improved upon as necessary.
- Recognized and resolved any potential concerns related to the quality of the incoming and outgoing data.
- Personally attended to intricate queries from stakeholders regarding all facets of the operational process and provided the necessary data and information as required to address their concerns.
- Identified and implemented process improvements to increase efficiency and effectiveness.

**Resource Management:**

- Managed the allocation of resources to ensure that service levels were met.
- Monitored resource utilization to ensure optimal staffing levels while maintaining staffing plans to support business needs.

**Performance Management:**

- Set performance goals and objectives for the service delivery team.
- Coached and developed a team of accomplished researchers and knowledgeable business experts.
- Conducted performance evaluations and provided feedback to team members.
- Carried out performance appraisals and reviews for all junior management members, including TLs and subject matter experts.

**Reporting and Analysis:**

- Identified any pressing concerns that necessitated escalation and provided senior management with detailed reports containing recommendations pertaining to potential performance/operational matters.
- Conducted analysis of service delivery metrics to identify trends and areas for improvement.

**Management and Migration:**

- Supervised the updating and profiling of high-profile executives on MasterCard Technologies, crucial in supporting the development of Smart Data Generation 2 applications as the leader of a team consisting of 60 senior analysts and 6 team leaders.
- Successfully migrated the project while accomplishing all transitional and operational activities, resulting in the project being live within the stipulated time.
- Migrated new business operations to augment revenue, entailing scrutinizing the Migrations document, mapping skill sets, identifying processes, ensuring compliance requirements, timely recruitment, and training to align offshore businesses with their onshore counterparts.

**Performance and Reporting:**

- Oversaw the department's performance, analyzed business models, assessed daily/weekly/monthly progress, and rectified gaps in policies and procedures.
- Formulated KPIs and presented them to the client for discussion regarding potential areas for improvement, encompassing both offshore and onshore aspects.
- Scrutinized reports, comprising process dashboards and team performance reports, followed by the initiation of appropriate action plans.

**Customer Service:**

- Oversaw and managed customer service operations while ensuring high-quality customer service at all times.
- Responded to customer complaints and resolved issues in a timely manner.

**Strategic Business Development:**

- Deployed new strategies, systems, and business models in a timely fashion as per the requisite standards, with the aim of precluding any discrepancies during the implementation process.
- Participated in cross-country or cross-site calibrations to exchange knowledge and acquire novel insights aimed at strengthening the enterprise and enhancing its outcomes.

Team Leader Operations, Infosys BPO | Aug 2013 – Aug 2015

**Team Management:**

- Led a team of 15 Senior Associates in managing multiple suppliers and customer support call queues for HR Operations.
- Oversaw a team of 30 employees comprising the Customer Service Team, Subject Matter Experts, Quality Team, and Process Trainers.
- Set clear goals and expectations for team performance and identified team member development needs while providing feedback and support to team members.
- Exhibited proficient communication and collaboration with the Customer Success Manager and co-leads to effectively manage team workload and morale.
- Facilitated career advancement and progression for associates by aligning career roadmaps with their skills and aspirations.
- Managed day-to-day people management, including hiring, training, retention, motivation, and overall improvement.

**Operational Oversight & Customer Support:**

- Monitored operational processes to ensure efficiency and quality while implementing and enforcing policies and procedures.
- Demonstrated exemplary performance to business partners and adeptly negotiated for additional business opportunities.
- Managed supplier account support, self-service platform support, and customer support for content delivery issues.
- Handled email support queues primarily and monitored online forums.
- Supervised all aspects of the support queues on a day-to-day basis, including handling escalations, ensuring TAT and SLA were met, and ensuring CSAT scores were trending positively.

**Communication and Collaboration:**

- Fostered open communication and collaboration within the team and with other departments
- Served as a liaison between the team and senior management.
- Reported on the weekly and monthly status of team performance and operational metrics for the support queues.

*References can be furnished upon request.*