**HARISH R S (HARISH RAJA)**

Achievement-driven professional targeting career enriching assignments in **Operations Management | Project Management**

**| Process Enhancement** with an expertise in achieving cost savings across assignments & minimizing performance bottlenecks for achieving high productivity with optimization of men, material & money

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  **Profile Summary**

**Core Competencies**

Education

Bachelors in Commerce from Bangalore University

IT Skills

MS Office Applications Windows OS

**Soft Skills**

**Multitasker**

**Self- starter**

**Active Listener**

**Communicator**

Operations & Project Management Expert with **nearly 15 years** of experience including **8 years** of managerial experience in Delivery/Project Management, Process Enhancement, Global E-Commerce Compliance & BPM (BPO)/ITES Operations, Process Improvement and Training & Development across Digital Operations Tech Delivery, Global E-Commerce, US Healthcare Domain

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| --- |
| Service Delivery Management |
| Key Accounts Management |
| New Process Implementation |
| Process Improvement |
| Product Compliance |
| Escalation Management |
| BPM (BPO)/E-commerce Operations |
| Training & Development |

A project planner with expertise in mapping requirements of clients as well as different stakeholders, partners, service providers, sub- contractors, vendors, business units; developing, transitioning, and customizing process & offering comprehensive & innovative technical solutions in line with guidelines specified by client

Proficient in providing earliest possible notification of potential service disruption or degradation and recommending procedures to minimize the impact to customer and benefits of any proposed changes; worked as offshore Point of Contact & Coordinator in a blended delivery model for multiple deliverables / projects

 Performed operations for Global E-Commerce Compliance & pre- adjudication, adjudication, database & certificate applications under

various platforms (Badger, Metavance & CAS) in Health Care Domain Designed business processes for dramatic improvements & other external strategic demands; identified capacity limitation, bottlenecks and process problems for taking corrective action

 Proven capabilities in engaging with clients & top management for evolving strategic vision, driving change, building IT roadmap, infusing

new ideas, implementing emerging technologies for the long run, and taking enterprise system performance & productivity to next level. Evoked thought leadership to grow the vertical & revenue/margin targets and the existing accounts

 Experienced in managing complex projects and delivering the projects

on time; managed multiple accounts with the team size over **100**

 Career Timeline

**Apr’04-Mar’17**

**Oct’18-‘19**

**Mar’17 - Jun’18**

# Notable Accomplishments Across the Career

Deployed various methodologies to analyze various processes, recommended modifications to minimize escalations, realized operational efficiencies, controlled variability, costs and reduced TAT/cycle-time

Led multiple process improvement projects which resulted in significant dollars savings for the client /stakeholder Directed a broad range of cost saving initiatives while participating in planning, analysis and implementation of strategies and metrics for improving productivity levels

Secured Leadership Excellence Award for taking initiatives

Bagged the Perfect service Award for providing on-time and effective service delivery to the client

Achieved least team attrition in the same line of business for 3 consecutive years and received highest CSAT scores for 2 consecutive years

Generated highest business revenue in the line of business to support the goal of 7.3.2 vision of the business account

# Work Experience

### Oct’18 - Oct’19 with Cognizant Technologies, Bangalore as Service Delivery Manager

### Key Result Areas:

Leading & managing processes inclusive of identifying potential development plans and implementing the same in line with the guidelines for improving operational efficiencies; managing the overall **Google Inc. Webtech Team** as an Operation Custodian

Managing overall operations for executing projects involving resource mobilization, execution within cost & time parameters and monitoring compliance in terms of documentation & processes

Building and maintaining healthy business relations with corporate clients and ensuring their satisfaction by achieving delivery & service quality norms; developing Implementation strategy for call conversion for the advertisers

Contributing in entire back-office operations, monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize productivity; coordinating with different locations globally and maximizing the tech conversion rates

Developing strategy to improvise business operations; implementing plans & policies for organization and ensuring accomplishment of the business goals

### Mar’17 - Jun’18 with Amazon Development Center, Bangalore as Manager- Product Compliance Operations

**Key Result Areas:**

Managed the Classification teams for designating Amazon Product Types for all Direct Import ASINs (Amazon Standard Identification Number) through manual and automated classification for Global Markets

Coordinated with different Global Compliance Teams and controlled Product Compliance Operation Activities

Worked with the stakeholders/vendors to ensure Amazon's imported product met all the regulatory compliance requirements

Initiated & implemented process improvement initiatives to capture the process needs Developed innovative, automated solutions that enabled scalable compliance processes

Defined metrics and methodologies in collecting and analyzed data for supporting business cases

Anticipated and developed business priorities for future action & ensured implementation was aligned with organizational Leadership Principles

Maximized the efficiency of team by variety of methods and implemented effective people development Strategy

### Apr’04-Mar’17 with Hinduja Global Solutions Ltd. (HGS), Bangalore as Deputy Manager Operations Key Result Areas:

Implemented process improvement initiatives to capture the needs of the stakeholders/clients

Resolved project issues, established objectives, identified requirements, planned schedules, estimated costs, reviewed proposals and monitored technical issues

Controlled project portfolio activities which included scoping, revenue estimations, budgeting, tracking, delivery management & post implementation support

Analyzed errors and achieved considerable reduction to avoid process waste, thereby contributing to process bandwidth

Managed the complete lifecycle of projects which included analysis of the client requirements, translating new ideas into solutions, controlling delivery operations, offering support, conducting analysis and formulating documents

# Project Undertaken

**Title:** Project -Fast track

**Company:** Amazon, Bangalore

**Stakeholder:** Program Team-Direct Import, Seattle (United States)

## Reduced the Turnaround time of the Process transaction of classification from 15 days to close to 5 days through multiple initiatives reducing possible shipment delays & vendor escalations.

**Title:** Project -Prognosis

**Company:** Amazon, Bangalore

**Stakeholder:** Program Team-Direct Import, Seattle (United States)

## Initiated effort time Predicting and Complexity deriving tool for Rule writing tasks based on Analytic Hierarchy Process (AHP) Model, which is a structured technique for organizing and analyzing complex decisions.

*Showed a reduction of 64% in overall predicted effort time for completion*.

**Title:** Project- Variable Error reduction

**Company:** HGS, Bangalore

**Client:** Humana Inc. (United States)

## Reduced close to the 10000 benefit errors in the member certificates using the backend technology in the upstream process which is done through the XML which retrieves the information from Product Database.

**Title:** Project- Product Definition Template Synchronization

**Company:** HGS, Bangalore

**Client:** Humana Inc. (United States)

## Synchronized Global Template mismatches which had created huge discrepancies in the CAS (Claims Adjudication platform) resulting in significant incorrect payments to the members.

**Title:** Project- Merger of Member Health certificate functions

**Company:** HGS, Bangalore

**Client:** Humana Inc. (United States)

## Merged different functions doing similar tasks for member health certificate build and generation by optimizing the utilization of resources resulting in savings of 15 FTEs to the client as part of project re-engineering towards the portfolio objective