



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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📊 Core Competencies

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

🎓 Education

- ▶ Bachelors in Commerce from Bangalore University

🔧 IT Skills

- ▶ MS Office Applications
- ▶ Windows OS

🧠 Soft Skills



🧠 Profile Summary

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



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

Since Oct'18 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 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

