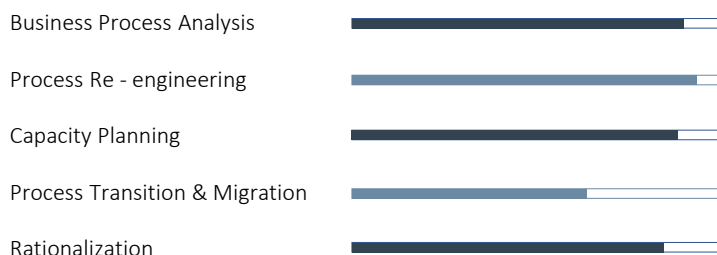


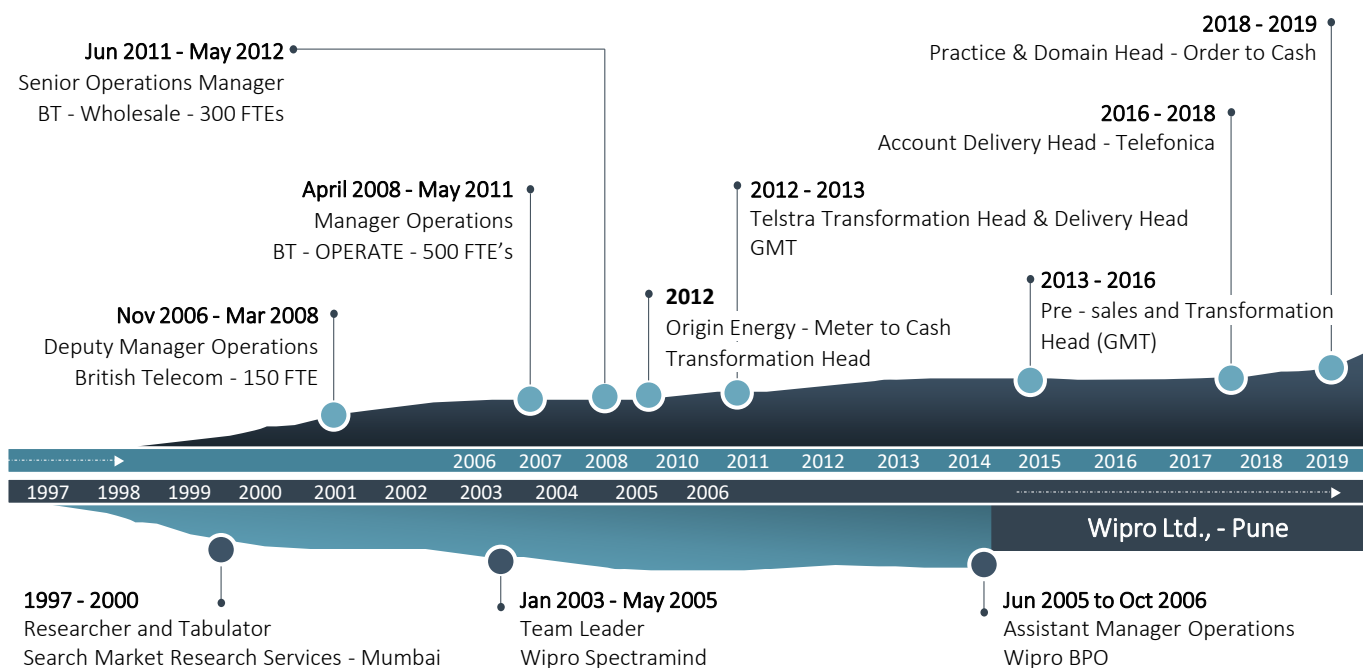
Executive summary

2 decades of overall experience with a decade of expertise significantly focusing on global service delivery. Extends a proven track record of project management, process optimization, migration & transitions, Ravi brings to the table expertise providing strategic solutions for operational efficiency, risk management, revenue generation, process reengineering and change management.

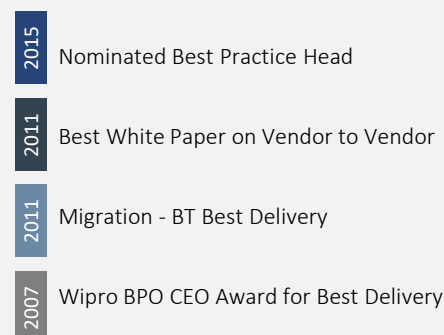
Skills Portfolio



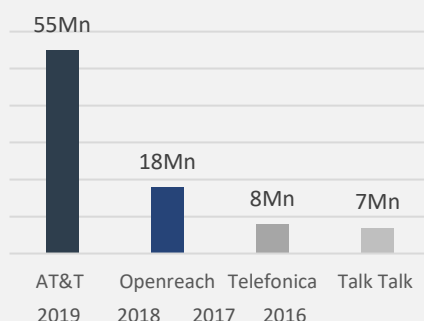
Career Timeline



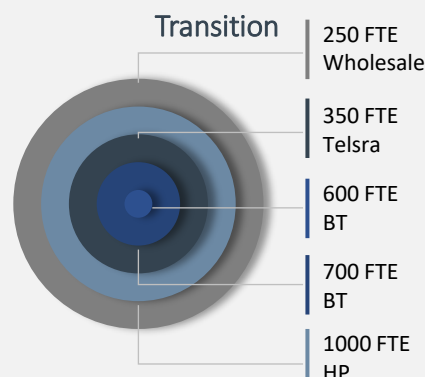
Awards



Revenue Enablement - (Projected in USD)



Transition



Critical Edge - Areas of Impact

Process & Transition:

- Deliver the migration of transactional activities.
- Manage, investigate, establish all process, systems and business requirements.
- Identify new technology requirements & process improvements
- Perform end to end process reviews.
- Design and produce all value proposition documentation including current and future state design scenarios, cost benefit & risk analysis and detailed recommendations for all proposed solutions.
- Identify and deploy all opportunities for streamlining of business processes including full process documentation, process flows and development of standard play books.
- Build strong working relationships with stakeholders.

Client Engagement:

- Lead the day to day execution of a client project while guiding and developing individual team members.
- Work directly with clients, holding ownership of the overall project and its end products.
- Spearhead analysis, design, and implementation of business performance approaches, developing tailor - made solutions and working closely with clients to ensure positive impact and sustainable results.
- Exhibit leadership skills and leverage interest in inspiring others, building strong relationships, and creating a true followership.
- Gathering and analyze information, formulate and test hypotheses, by developing recommendations for enhancements and automated processes.

Service Delivery:

- Oversee and provide guidance link delivery process lifecycle
- Successful service delivery – manage service delivery SLA achievement and high level of customer satisfaction.
- Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required.
- As owner of the escalation process take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
- Champion Service and Support in projects and remain as the thought leader with strong understanding of projects impacting your service area and ensuring service impact is minimized and agreed.
- Adhere and enforce quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems.
- Drive internal and third - party service review meetings covering performance, service improvements, quality and processes.

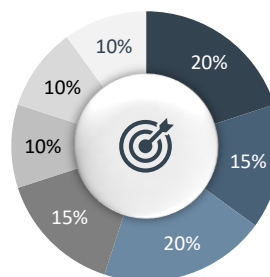
Compliance:

- Coordinate with the audit team as the Single Point Interface and ensuring redressal of all queries.
- Ensure that all controls are in place and adhered to at all times.
- Lead as the Certified Internal ISO / ISMS Auditor.

Six Sigma Projects:

- Design new processes and improve existing processes by way of process re - design / organization restructuring.
- Productivity Improvement – Optimum Utilization of resources.
- Cost Reductions and Client savings.

A Day at Work



- Process and Transition
- Client Engagement
- Service Deliver
- Compliance
- Team Management
- Thought Leadership
- Service Modernization

Industry IP created

- Order to Activate Command Hub
- Pioneered RPA for Wipro in 2012
- Field Modernization Platform
- Order to Cash Failure Predictive Modell

Transformation Project

- BT Cycle time reduced from 8 days to 2.2 days
- Wholesale - Complainers reduced from 18 % to < 5%
- Telefonica - FTR improved from 58% to 85%
- Average efficiency of 45% in 2.5 years across accounts handled

Significant Contributions

Wipro Ltd., - Pune

Practice & Domain Head – Order to Cash

Spearheading the Order Fulfillment Market, Ravi had contributed towards solutioning the BPaaS (Business Process as a Solution) and Technology integration space. Holding complete ownership towards steering Operational Transformation / FTE reduction across various contractual terms, he stands at the forefront of front - end Delivery Transformation conversations with existing accounts and held watertight control over Order to Cash Delivery. Credited for devising and designing a data driven “Fulfillment Advisory” proposition and for positioning Order fulfillment with analysts and advisors for multiple CSP’s (Communication Service Provider).

Few other significant contributions stretched the lengths of BPaaS Solutioning in the FY 2018 – 2019:

- Formulated and launched the Field Service Modernization
- Designed a flawless Inventory Monitoring solution

Impactful Revenue Enablement through solution consulting:

- Devised an Order Management process for AT&T in 2019 acquiring USD 55Mn.
- Solutioned an Inventory Management solution for AT&T, aiding in a principal signoff of USD .5Mn
- Consolidating the Infosys & BT work to Wipro, signed off an open reach win in 2018 – 780 FTE’s USD 18Mn (TCV).

Account Delivery Head – Telefonica

Successfully Transitioned Telefonica Backoffice Order Management, Network Voice and Complaints Processes into Wipro, spearheading operations and delivery across 3 locations (Madrid, Colombia and India). Held complete ownership over P&L for the account with targets around Growth, Profitability, CSAT and ESAT. Acquired USD 7Mn through Telefonica Win in 2017.

Critical Process Refinement involved id for Telefonica:

- Installation Success percentage improved from 58% to 85% - FTR.
- Cycle time improved from 8 days to 2.2 days.
- Order prediction model implanted within the process to improve Customer commit dates.
- Process digitized on platform for improved accuracy.
- Transformation reduction of 60% passed on to Telefonica.

Pre - Sales and Transformation Head (GMT)

Steered the development of Business Process Transformation for existing and new clients in the Telecom space, formulating winning solutions and developing solutions with a futuristic view. Developed IP and platforms customized for existing businesses, resulting in a model to showcase and acquire fresh business / accounts.

Significant areas of impact:

- Nominated as the Best Practice Head for communication BU – 2015 – 16.
- Won the Talk Talk Order in 2015, resulting in USD 7Mn as revenue.
- Pioneered RPA with Telstra Order to Cash in 2013.
- Developed Order to Cash process refinement platform.

Telstra Transformation Head & Delivery Head – GMT

Managed Australian Telecom process service delivery for Order Management, Billing and Complaints processes. Held the credit of 100% volume takeover and the transitioning of 400 FTE's from the existing vendors within a span of 4 months.

Impactful Process Refinement:

- Process Harmonization resulted in cycle time improvement from 12 days to 3 Days.
- Reduced rework from 40% to <1 %.
- Spearheaded the Robotics implementation, resulting in a reduction of 100 FTE's through the deployment of 20 Robots.
- Transformation of over 55% reduction in TCO passed to the customer across 3 years.

Origin Energy – Meter to Cash – Transformation Head

Hand - picked to handle a critical escalation and to steer efforts to retain the account on the verge of being lost. Ravi devised strategic measures to drive accountability across all process owners, devised structured and streamlined reporting mechanisms and remained as the SPOC for the client, deftly handling all escalations.

Impactful Escalation Management:

- Designed a process on Tableau to manage fallouts and spillovers of assigned tasks.
- Recorded a substantial dip in repetitive complaints from 18% to under 5%.

Senior Operations Manager | BT - Wholesale - 300 FTEs

Credited for devising an account winning project solution for BT wholesale during the RFP stage. Held accountability towards the transitioning of the BT Wholesale Broadband Diagnostics from the incumbent vendor into Wipro. Orchestrating complete ownership of P&L BT wholesale process, devised systematic SLGs and SLA and ensured adherence across all phases of the contractual period. The transformation project gained popularity and was selected in the BT – Best of India Top 10 projects contest in May 2012, bagging a blue ribbon.

Change Management Initiatives resulted in:

- OCR improved by over 20% through proactive triage and communication.
- High level complaints reduced to less than 3% from 12% during the transitioning phase.
- Chat concurrency improved to 2.6 per advisor.
- Improved the Hire to RTF cycle time by over 50%.

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Manager Operations | BT - OPERATE – 500 FTE's

Significant Contributions

- Operationally managed a team of 260 + FTEs across 3 LOBs for BT Pune and Chennai and successfully managed end to end Vendor Migration of 200+ FTE across 13 sub queues to Wipro BPO in a span of 4 months.
- Successfully headed the RFP for the a large 400+ FTE telecommunication bid.
- Best Manager award by Customer across 8 vendors for the year 2010 – 2011.
- Awarded the best White paper “Vendor to Vendor migration” by Wipro BPO - Dec 201.
- Successfully completed Green Belt Project of “AHT reduction in Siebel Queues”.
- Implemented FOBO model for BT queues.
- NPS (Net Promoter Score) of 9 / 10 in the 2011 Survey for BT.

Deputy Manager Operations | British Telecom - 150 FTE

Significant Contributions

- Managed a team of 120 agents for BT CS (Pune) –Business Operations and Global service Delivery.
- Ensure Zero Client Escalation and ensure Client satisfaction.
- SLA Metrics at 100% Met in the Processes handled from Go Live.
- Annualized Attrition rate of <25%.
- White paper “Balanced Scorecard for your Reportee”.

Academic Qualifications

- Graduated in Bachelor of Arts
- Six Sigma Black Belt from Six Sigma Management Institute (SSMI)
- Green Belt from Wipro
- Certified ISO 9001:2000 Internal auditor –DNV