

Mainak Mukherjee

Personal Info

Phone

9474357071

E-mail

mmainak64@gmail.com

Skills

Stakeholder Communication

Process Adherence

Compliance

Process Adherence

Data Analysis

KPI Management

Performance Coaching

Agile/Waterfall Methodologies

Shift Scheduling

Microsoft Office

Team leadership

Customer-focused and performance-driven professional with 6+ years of experience in operations, customer-facing roles, team coordination, and service delivery. Adept at supervising daily operations, coaching team members, handling escalations, and ensuring SLA/KPI adherence. Proven ability to lead under pressure, resolve complex issues, and promote high team engagement.

Experience

Associate

Amazon / 07/2024 - 05/2025

- Regularly assist internal stakeholders to improve process efficiencies in high-volume operations..
- Monitor team adherence to workflow standards and resolve escalated customer issues efficiently.
- Supported the onboarding and coaching of new associates on quality, compliance, and policy alignment.

Associate Consultant

Sapiens / 03/2023 - 04/2024

- Developed and tested new insurance product designs, ensuring compliance with safety standards and enhancing accessibility.
- Conducted stakeholder alignment meetings to review project milestones, proactively resolve blockers, and refine execution strategies.
- Led Agile ceremonies (sprint planning, retrospectives) and supported design delivery.
- Managing Product Backlog for the monthly delivery cycle, including associated daily Jira hygiene elements of the Epics/User Stories.
- Ensured all projects adhered to internal compliance standards and industry best practices through each phase of the lifecycle.

Cloud Operations Engineer

Replicon / 06/2020 - 05/2021

- Handled escalated cloud incidents and service requests for SaaS platforms, boosting efficiency by 30% and eliminating issues
- Monitored cloud infrastructure, resolved performance issues, and improved uptime to 99.9%.

Senior Analyst

Capgemini / 11/2016 - 05/2020

- Oversaw service desk operations, managed shift plans, and ensured 100% SLA compliance.
- Participated in digital transformation initiatives, increasing conversion rate by 10%.
- Oversaw service desk operations, managed shift plans, and ensured 100% SLA compliance.
- Served as an escalation point for high-priority incidents and client queries.

Education

MBA

ICFAI Business School, Hyderabad / 05/2021 - 02/2023
Hyderabad

B.Tech

B.P Poddar Institute of Management and Technology / 05/2012 - 05/2016