

VIVEK MISHRA

Deputy Manager – Transactional Quality
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SUMMARY

Dynamic and results-oriented Manager with a strong background in operations management and quality assurance. Aiming to leverage expertise in optimizing processes, enhancing efficiency, and implementing quality control measures to drive organizational success. Committed to leading cross-functional teams, fostering collaboration, and delivering operational excellence while maintaining the highest standards of quality. Seeking a challenging role where I can contribute to business growth and drive continuous improvement

SKILLSET

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|---|-----------------------------------|---------------------|
| 1) Leadership and Strategy | 5) Risk Analysis and Management | 6) Python |
| 2) People Management | 6) Stakeholder Management | 7) SQL Server |
| 3) Quality Assurance and Control | 7) Statistical Analysis | 8) Excel/PowerPoint |
| 4) Process improvements and Automations | 8) Data Driven Decision Analytics | 9) Power BI |

PROFESSIONAL EXPERIENCE

WNS GLOBAL SERVICES, DEPUTY MANAGER **Mar 2022 – Present**

Key Responsibilities:

- Lead Training & Quality (T&Q) services for a strategic financial client, managing AML/KYC operations across onboarding, periodic reviews, and enhanced due diligence.
- Design and implement quality control frameworks using Pareto Analysis, Histograms and control charts to perform root cause analysis, monitor performance trends and establish effective control to drive accuracy compliance and continuous improvement in AML/KYC processes
- Define and track quality KPIs, continuously improving first-pass yield and reducing rework through proactive process monitoring and root cause analysis (RCA).
- Lead Client facing governance reviews and performance discussion to track Training and Quality initiatives Share progress and align on strategic goals
- Successfully completed Lean Six Sigma project to enhance online searches using python web scrapping that automate data research which resulted 40% reduction in manual research and 25% boost in productivity and 18% improvement in quality scores
- Build automated dashboards using Power BI, Google Data Studio, and Excel that reduce manual reporting time by 70% while increasing accuracy and transparency of SLA/SLO metrics
- Developed and implement data-driven strategies, utilizing advanced analytics to identify key opportunities and present actionable insights through compelling presentations to stakeholders.
- Lead cross-functional teams using PDCA, DMAIC, 7 QC tools, and FMEA to identify and resolve high-impact process gaps, enhancing operational efficiency and customer satisfaction.
- Conduct internal audits and establish CAPA frameworks, driving corrective and preventive actions to strengthen process control and mitigate risks.
- Drive Kaizen initiatives, encouraging team-led micro-improvements through a “Quick Win Tracker” system— implement over 30 ideas in under six months, resulting in measurable gains in AHT, compliance, and quality
- Develop and present quality dashboards (WBR, MBR, QBRs) to stakeholders, facilitating the implementation of continuous improvement methodologies across teams.
- Collaborate with Operations and L&D to enhance onboarding, training, and coaching programs, aligning team behavior with quality standards and customer satisfaction goals.
- Transform data and research findings into actionable insights using SQL to support data-driven decision-making.
- Mentor and guide cross-functional teams of Green Belt and Yellow Belt candidates, promoting structured problem solving, RCA methodologies, and process excellence

BMTG ADVISORS INDIA PVT LTD, TEAM LEAD**Nov 2021 – Mar 2022****Key Responsibilities:**

- Supervised multiple teams of 43+ Individual Contributors Assisting team to achieve their targets and handling day to day queries
- Preparing, managing and reporting KPIs and overall performance dashboards
- Participate in the design, development, implementation and monitoring of quality programs. Provide explanations and information to others on topics within area of expertise.
- Share Best practices within and outside the organization / industry / domain and provide recommendations for implementing them.
- Developed comprehensive SOPs for new hires trainings as per the applicable guidelines

EXL SERVICES PVT LTD, ASSISTANT MANAGER**MAY 2016 – NOV 2021****Key Responsibilities:**

- Led and mentored five teams comprising 65+ FTEs within Banking and Financial Services operations, fostering a high-performance culture and driving operational excellence.
- Managed people-related functions including shrinkage and attrition control, performance management, employee appraisals, and career development initiatives.
- Ensured consistent delivery on client SLAs across productivity, quality, customer satisfaction (C-SAT), abandonment rates, and average handling time (AHT), while effectively managing client communications and leveraging customer insights to enhance service delivery.
- Conducted comprehensive Retail and Corporate KYC processes by performing Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), and periodic accelerated reviews for low- and medium-risk clients; identified beneficial ownership structures and resolved discrepancies within banking systems.
- Performed Counterparty Due Diligence and Senior Management Due Diligence checks, including screening for Politically Exposed Persons (PEPs) and adverse media; mitigated reputational, regulatory, and jurisdictional risks by utilizing bank systems and open-source intelligence.
- Reviewed and validated client KYC information from bank systems and external sources, flagged and addressed anomalies to maintain data integrity and compliance.
- Researched client business, revenue, and pricing models by analyzing information from corporate databases (Bloomberg, Crunchbase, Pitchbook, LinkedIn) and client websites; developed detailed narratives and updated banking systems following confirmation through formal RFI channels.
- Analyzed detailed client transactional data to assess transaction purpose, counterparties, expected versus actual activity, international exposure, sanctions compliance, and client nexus with Tier 1 and high-risk jurisdictions.
- Drove continuous improvement in fraud risk management processes through data-driven insights, improving operational efficiency and reducing fraud losses.
- Developed and maintained systems for fraud identification, monitoring, and investigation to minimize financial risk.
- Implemented and optimized processes for sourcing quality improvements; led investigations into suspected fraud cases.
- Monitored multiple fraud detection queues and generated comprehensive reports to support proactive fraud risk management.
- Stayed current with regulatory developments, sanctions rules, and regime changes to ensure compliance and effective risk mitigation.

PULSE INFOTECH, SENIOR ASSOCIATE

DEC 2011 – MAY 2016

Key Responsibilities:

- Developed and executed strategic sales plans, increasing revenue by 25%
- Implemented targeted marketing campaigns that expanded brand visibility in new regional markets.
- Collaborated with IT teams to customize solutions for corporate clients, enhancing customer satisfaction.

HONEYWELL INTERNATIONAL, TECH SUPPORT ASSOCIATE

JUN 2011 – DEC 2011

Key Responsibilities:

- Provided Level 1 & 2 support for Honeywell automation and security products, resolving 90% of issues remotely.
- Diagnosed and troubleshooted Honeywell hardware and software issues, reducing downtime for clients by 30%.
- Assisted in configuring and maintaining Honeywell industrial control systems, including DCS and PLC solutions.
- Conducted training sessions for customers on Honeywell product usage and maintenance best practices.
- Collaborated with cross-functional teams to escalate and resolve complex technical challenges.

PROJECTS

LEAN SIX SIGMA GREEN BELT PROJECT

- **Project details:** Built a Python based web scrapping customized search engine tool for targeted search results
Key Result Achieved:
 - 1) 40% improvement in online research
 - 2) 25% improvement in productivity
 - 3) 18% improvement in quality score

ACADEMICS

- Bachelors Technology – Aeronautical Engineering
- CBSE – CLASS XII, CLASS X

CERTIFICATIONS/AWARDS/ACHIEVEMENTS

- Lean Six Sigma Green Belt certified
- Certified Quality Auditor (CQAP - WNS)
- Data Analysis Using AI
- GATE AIR – 329
- League of Champions Award (WNS)

RESEARCH AND INTERSHIPS

HINDUSTAN AERONAUTICS LIMITED

- Overhauling of Fighters aircraft (mig-29, mig-21)
- Manufacturing process of Advance Jet Trainer (HAWK) its basic design details and ground run test Speed

Declaration:

I hereby certify that the information provided above is true and correct to the best of my knowledge and belief

(Vivek Mishra)