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|  | Joseph Khan  Email : [josephkathreen@gmail.com/](mailto:josephkathreen@gmail.com/) Mobile : 9899256548  Operations Manager | | | |
| *Managing operations by driving operational excellence, change management, continuous improvement along with strong people & client management* | | | | |
| Profile Summary | | | | |
| * Result oriented Team/operations Manager with the strong backing of 10+ years of diverse experience across Operations, Training, & Change Management * Manage a team 110 agents and 5 Mts * Carving solutions that drive a win-win outcome whilst being proficient in quality, process excellence and end customer impact. * A creative thinker, luminary, problem solver and decision maker who balances needs of employees with the organizational mandate * Hiring the right people by identifying correct fitment for the process | | | **Professional Enhancements** | |
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| Proficiency Matrix | | | | |
| ~ Operations Management  ~ Knowledge Transfer  ~ Manage SLAs | | ~ Recruitment  ~Client Relationship Management  ~ Project Management | | ~ Building strong operation control matrix’s |
| Noteworthy Highlights | | | | |
| * Successfully Managed 4 transitions as an Operations Manager * Shouldered the responsibility of two GB projects for improving cycle time for two processes through lean methodology * Awards * Awarded as the Best Transition team in 2015 * Customer award for “Customer Excellence” for year 2014 * Client Award for successful transition and knowledge transfer of the process in 2014. * Silver and Bronze awards for Operational Excellence in 2014. * Silver Award for the year 2013 for the best team coach. * Customer Awards for driving Lean Six-Sigma in the team. * Best FLM award | | | | |
| Organisational Experience | | | | |

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| GE Health Care | untitled.png | | | |
| **Feb’05-July’06**  Process Associate | **Aug-06-May’11**  Process Developer | **June’11-Nov’12**  Management Trainee | **March 2016**  Assistant Manager |  |
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| **Key Results(across the tenure)** |
| **Operations Management**   * **Strategizing the long / short-term directions by forecasting the future manpower requirement** and designing plans for acquiring requisite skills and competencies * Building strong client connect through strong governance framework * Using effective people management technique through Johary window & TRAP mechanism * Building strong operations controls by creating effective controls with help of FMEA’s * Perform day to day operational activities such as One-O-One’s, EWS & PMS. * Manage Client SLA’s such as TAT, Quality & Rework * Groom team members by planning their PDP’s * Hire new inducts(backfill/ growth) |
| **Project Management**   * Developing strong understanding of lean six sigma tools by attending GB training & regular interventions with the quality team * Mentored 2 GB projects for cycle time improvement |
| **Transitions/ Migrations**   * Successfully led 4 transitions involving addition of 6 team members * Zero surprise transitions with timely Go Live |

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| **Education**   * Bachelor Of Arts |

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| **Training/ Certifications** | |
| * SEAL Graduate(School of effective & aspiring leaders) * Planning and Execution * **Train the Trainer (Level 1)** certified | * Lean Trained and Tested * Banking Domain Certified Level 1 * Trained on **Business Process foundation** * Interpersonal skills to success * Handling Conflicts effectively |

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| **Personal Details** | |
| **Date of Birth** | 14th June 1974 |
| **Address** | 1231,c2, Dayanand Colony, New Railway Road Gurgaon |