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|   |  Joseph Khan Email : 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
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| 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)
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| **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
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| **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 |