

# MAHESH SULAKHE

OPERATIONS MANAGEMENT PROFESSIONAL

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Hyderabad, India

A performance-driven professional, accomplishing new summits of achievement through unwavering diligence and leaving an indelible imprint of excellence at every stride, targeting challenging leadership assignments in Operations Management, Quality Assurance and Team Leadership, with an organization of high repute.

Process/Operations Management

Quality Control

Performance Assessment/Enhancement

People Management

Service Delivery

Risk Assessment/Mitigation

Change Management

Cross-functional Team Leadership

Client Relationship Management

Process Training

Process Improvements

SLA & TAT management

Attrition Rate Management

Workflow Optimization

Customer Service

KPI Monitoring

## Soft Skills

Negotiation & Conflict Management



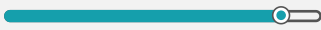
Problem-solving



Team Building & Leadership



Analytical & Critical Thinker



Planner & Communicator



Visionary



## IT Skills

- OS: Windows platform
- Hardware: Experience in T/S of Mobile phones, LT's, Printers & wireless configuration
- Internet: T/S experience in an ISP process

## Profile Summary

- Garnering over 14 years of expertise in the ITES, BPO, and customer service industry, with a demonstrated ability to lead large teams and deliver exceptional services to clients.
- Orchestrated improvement in gross margin and revenue at Calyx as Operations Manager, by implementing cost-saving techniques and establishing multi-site operations, resulting in a significant impact on the organization's financial performance.
- Proficient in diverse IT-enabled services (ITES) domains, showcasing expertise in Client Service, Technical Support, and Data Processing.
- Proven expertise in process management, performance assessment, and quality control, with a strong focus on driving revenue growth and achieving business objectives through cross-functional team leadership and client relationship management.
- Successfully transitioned projects from unstable to stable and stable to automation, driving revenue growth and achieving business objectives.
- Consistently achieved and exceeded KPI targets, ensuring adherence to SLAs, and driving continuous improvement initiatives to enhance operational efficiency and service quality.
- Fearlessly tackles complex business challenges, making high-stakes decisions using experience-backed judgment, unwavering work ethics, and impeccable integrity.
- Capability to drive an independent workstream, comfortable to work in ambiguous, ever-changing situations and flexible to work collaboratively in a team and create an inclusive environment with people at all levels of an organization.

## Career Timeline

Dec'07-Sep'08

sitel

Sep'08-Aug'14

C3i SOLUTIONS  
THE EXPERIENCE MATTERS

Jul'15-Jul'18

accenture

Jul'18-Jan'24

CALYX™

## Key Highlights

- Excelled in client matrices, consistently ranking in the top quartile on the TL-GL stack.
- Played a pivotal role in Project GPHW, guiding its development from instability to automation.
- Managed Tier – II escalation desk via Chat/Email/Phone.
- Served as the process SPOC for GPHW project calls and presentations, and oversaw multiple pilot programs.
- Actively contributed to organizing RNR and corporate events.
- Received numerous awards for Csat & Productivity across diverse organizations.
- Recognized as the Best Lead in JNJ (C3i Support Services) & GPHW (Accenture).
- Initiated and managed various initiatives, including client visits in the GPHW process.

## Work Experience

Jul'18-Jan'24 | Calyx (formerly Parexel), Hyderabad

### Growth Path:

Jul'18-Dec'20: Associate Manager (Client Services) with Parexel



Jan'21-Jan'24: Operations Manager Service Desk with Calyx

## Certifications

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- ② ITIL V3 Foundation
- ② ITSM
- ② Six Sigma GB Certified
- ② Six Sigma BB Certified

## Education

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- ② **B. Com. Computer Applications from Kakatiya University (Warangal, TS)**

## Personal Details

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- ② **Languages Known:** English, Hindi, Telugu and Marathi
- ② **Address:** Uppal, Hyderabad, TS

Jul'15-Jul'18 | Business Operations Sr. Analyst (Lead) | [Accenture](#)

Sep'08-Aug'14 | Team Lead, Operations | [C3i Support Services Private Limited](#)

Sep'08-Sep'10: Technical Associate Level I



Sep'10-Sep'12: Technical Associate Level II

Dec'07-Sep'08 | Customer Service Professional | [SITEL](#)

### Key Result Areas:

- ② Engaging with clients through emails and daily conference calls to address operational issues and implement new process and procedure changes.
- ② Actively managing floor operations by monitoring service levels, making decisions, and overseeing quality and production of both outbound and inbound statuses.
- ② Discovering training needs across levels through skill mapping for different roles and analyzing existing competencies.
- ② Overseeing the end-to-end functioning of the queue, identifying improvement areas, and implementing measures to maximize customer satisfaction.
- ② Developing and implementing workflows to enhance products and services by identifying delivery gaps and offering effective solutions.
- ② Leading the restructuring/re-engineering process to elevate client satisfaction and improve productivity.
- ② Ensuring a high-quality customer experience by analyzing Saturn (Customer Satisfaction), elevating customer satisfaction, and adhering to SLAs and work processes.
- ② Actively resolving in-depth queries independently and with internal/external partners, seeking appropriate resolutions, and maintaining high-quality standards.
- ② Assisting in planning targets, monitoring numbers, and achieving overall targets on a daily, weekly, and monthly basis in adherence to pre-set standards.
- ② Identifying potential attritions, tracking day-to-day attrition numbers, setting targets for span managers, and engaging in various people engagement activities for employee retention.
- ② Participating in the interview panel for candidates and chairing interviews for internal promotions and job postings.
- ② Analyzing quality results to report error trends, root causes of errors, and opportunities for defect reduction, collaborating with the team and business partners to identify process improvement opportunities.
- ② Implementing six sigma tools to analyze and reduce variances within the process.
- ② Actively mentoring the team in completing various Process Improvement Projects.
- ② Formulating in-house quality standards for various operational areas, ensuring a high-quality customer experience while adhering to SLAs for their services.
- ② Calculating overtime to compensate for revenue leakage.