

Nilesh Gharat

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Persona



Highly ambitious leader with success driving technical business value through focused growth and sustainable profitability. My association with the ITES sector has given me good exposure to customer centric activities & a sound understanding of the intricacies within the service industry. Working with them has cultivated in me dynamism, pro-activeness and the flexibility to adapt to new environments & technology

Professional for over 20 years, I have lead and demonstrated experience in operations management, consulting, program management, sales, and business development while delivering bottom-line results across business. This has also allowed me to understand the entire industry from a larger perspective of executing profitable business, and has also added the magnified view of an operations manager. Working in this industry has cultivated in me dynamism, pro-activeness and the ease of adapting to new environments & technology. I have rich experience in developing preliminary and final transition plans working closely with the Client Organizations and the Solution Design Team to deliver “Effective” solutions. Focused on business and strategic leadership, more specifically, establishing effective communication channels for collaborating with internal & external customers to achieve desired results and use inputs from various departments for deploying the 'Best Fit' solution.

Good business acumen and ability to synthesize Creative Solutions and Consulting Capability. I have been responsible for end-to-end delivery of process migration - feasibility study, developing all applicable project documentation e.g. Scope, Risk, Transition plan, Budget/ Financials / Cost Estimates, etc., and to analyze risks, benefits and opportunities. This includes evaluating the operational capabilities required for supporting the new business requirements for new projects and initiatives.

Total Experience	20 Years	
Summary “My Journey of Learning”		
Company	<u>Purple Squirrel</u>	January 2015 – Till date
Designation	Senior Manager – Business Development	
Responsibilities	<p>Responsible to acquire, manage and grow key strategic accounts Client engagement and relationship management Define, manage and monitor SLA and KPIs and ensure seamless service delivery Periodic reporting and analytics with the clients Recruitment and Administrative coordination to support for the team Define, implement Quality and Training procedures Ensure post-sales support and coordination</p>	
Projects undertaken	<p>IT Clients</p> <ul style="list-style-type: none"> • Restaurant retail client based in USA • Used Car sales dealer based In India • world market leader in development, production, supply and application of paper honeycomb and paper honeycomb products based in The Netherlands <p>BPO Clients</p> <ul style="list-style-type: none"> • Channel partner in Telecommunications - based in USA • Recruitment partner - One client based in USA and one client based in Israel and India <p>Consulting clients</p> <ul style="list-style-type: none"> • High performance supercar (Hyper car) manufacturer based in Sweden • High performance electric supercar (Hyper car) manufacturer based in Croatia • Electric car manufacturer based in USA 	
Company	<u>Wipro BPO (A Division of Wipro Ltd.)</u>	May 2011 – January 2015
Designation	Senior Group leader - Operations	
Projects Undertaken	An integral part of the Service Delivery Team for delivering Commercial Technical Support for Microsoft Exchange - Enterprise Communications & Microsoft Dynamics CRM. Establishing new processes, as well as overseeing multiple sites, including setting up site offices, gathering the right resources for the contract in terms of staff and operatives, monitoring program, production, health and safety issues and everything else involved in the successful delivery of a project.	
Role	<p>Global Technical Support Center (GTSC) – Senior Team Manager – Microsoft Corporation Operations Team: Senior Team Manager for 100+ Engineers for Microsoft Dynamics CRM. The Support Engineers provide Voice Based & Web-based Technical Support for Microsoft – North Americas, EMEA – UK and APAC including Global English Support.</p>	

	<p>IT & Infrastructure Support: SPOC for entire Microsoft Business Unit for Mumbai. Ensuring 99.9% availability & maintenance of all IT Hardware, as per Client requirements. Periodic review of hardware requirements with the Microsoft Account Managers to check for upgrades, etc. Enabling Procurement & timely delivery of new hardware & resources as and when required.</p> <p>Analysis: Studying and developing feasibility reports to Clients depending on their specific needs and requirements. Productivity forecasts and meeting Client CPM's. Project Execution: Ensuring smooth operations and transaction monitoring.</p> <p>Quality Assurance: Active involvement in Calibrations and Technical Conference calls with Clients as well as other sites to ensure product enhancement updates and quality assurance with the Quality Leads.</p> <p>Quality Standards: Ensuring International Quality Standards are met on all day-to-day activities, with respect to the ISO 9001-2008 – Q.M.S. Standards. Six Sigma implementations for individual business functions and processes to ensure that the defect levels are low with high productivity and Quality.</p> <p>Man Management: Recruiting & planning for training new hires as well as grooming for internal growth. Attrition Control & Retention: Ensuring that Engineers are motivated to have Long-Term Goals in the Organization. Also, providing adequate Career Growth to deserving individuals</p>	
Company	Neyamo Enterprise Solutions Pvt Ltd	October 2009 – November 2010
Designation	Manager – Transitions and Operations	
Projects Undertaken	Managing key engagements, and end to end transitions for UK, US and India based Clients	
Role	<ul style="list-style-type: none"> • Work closely with the sales and delivery teams to ensure project delivery goals are met as planned. • Responsible to ensure high levels of customer satisfaction by delivering project cost schedule and quality objectives and also to effectively identify, manage, resolve and mitigate key risks, and issues impacting the project delivery • Responsible for transitioning HR, Recruitment, Payroll and Benefits projects for various client based in UK, US and India • Conducted/ participated in process mapping activities to identify the transition opportunities • Managed multi-projects in maintaining effective liaison and communication with stakeholders in the project • Contribution to the process standardization and best practices • Currently managing the project as a Project manager to ensure that the defined SLA's are met. • Experience with providing functional skills for implementation of HRIS and India payroll engine. • Providing functional assistance for migration from HRIS to ERP • Implementation assistance by Data cleansing, Data validation and management for HRPyramid 	
Synopsis	Client (Recruitment) – UK Based, market-leading provider of resource solutions and pioneering specialist support services within the public sector. Specializing in education, social care and healthcare, has over 25 years of solid sector specific experience and an outstanding record of success.	

	<p>Client (HRPyramid data migration and Implementation) – US Based, one of the largest PEO that stands out from other Human Resource Outsourcing Firms helping clients with Human Resource Compliance & Training, Payroll Administration, Benefits, Risk Management & Safety, Recruitment and Hiring services (3 Months project).</p> <p>Client (End to End HR, including Application support, Implementation support for ERP, configuration Payroll engine for India payroll) – A global leader, in Mobile software solution, who power value added services for operator customers in over 80 countries worldwide.</p>		
Company	<table border="1"> <tr> <td data-bbox="428 554 987 600"><u>Syntel Global Pvt Ltd</u></td> <td data-bbox="987 554 1446 600">May 2008 – October 2009</td> </tr> </table>	<u>Syntel Global Pvt Ltd</u>	May 2008 – October 2009
<u>Syntel Global Pvt Ltd</u>	May 2008 – October 2009		
Designation	Assistant Manager – Strategic Initiatives Group		
Projects Undertaken	Focused on Business Development Efforts across North America, Europe and APAC for all BFSI KPO engagements		
Role	<ul style="list-style-type: none"> • Responsible for Lead Generation, and Initial client qualification • Client Prospecting, conducting initial client interviews to ensure understanding of requirements • Logistics management for major client visits and ensuring smooth functioning of corporate events. • Solution Creation, customized to client needs and recommending how company experience could be used to add value to client • Client Pitch Creation, for high level and specific business process discussions • Collateral Management, including updating latest figures on the corporate presentations, creating and updating the standard slide decks • Providing strategic support to the onsite BD teams • Act as source of Client, Market, Domain and Business Intelligence Interact with operations leaders to understand our capabilities, and strategize new growth opportunities 		
Synopsis	<ul style="list-style-type: none"> • Gained a good high level understanding of the Banking, Financial and Capital Markets domain within a year’s time, allowing me to develop insight and solutioning capabilities into varied lines of business such as Asset Management, Retail Brokerage, HR, F&A, Auto Finance, and Mortgage etc. • Participated in multiple client visits including several large banks, investment banks, retailers etc. • Have personally managed RFI/RFP’s • Participated in end to end sales cycle, from client prospecting to solution creation till engagement closure • Managed responsibilities after loss of some key personnel within the team • Played an important role in one deal closure till date worth about 2.5 Mil USD annually from an Investment Bank, and have received leadership team commendation for the same • Managed client solutions and collaterals on a regular basis for the entire KPO business Interacted a lot with the technology teams to build IT-KPO integration within our client pitch and solutions 		

Company	<u>State Street Syntel Services Pvt Ltd</u>	June 2006 – May 2008
Designation	Team Leader – Operations	
Projects Undertaken	US based Retirement Services (Benefits Service Center)	
Role	<ul style="list-style-type: none"> • Responsible for providing technical leadership to the project. • Define client requirements in terms of accuracy and volumes and redefine process flow diagrams to improve productivity & efficiency. • Effective Relationship Management with the client. • Contribute to process improvements by proposing and implementing new ideas and initiatives. • Identify software requirements of project and test the same after they are developed. • Identify project methodology and project specific training. Worked in close coordination with project manager for understanding of project flow chart for creation of process and work flow maps for team members. • Balance productivity and profitability. Maintained TAT and SLA requirements. • Prepare weekly status reports for client as well as senior management. • Responsible for mentoring and counseling of team members and escalating important concerns to project manager. • Experience in providing functional requirements for implementation of one of the best reconciliation engine in the world (used by 75 of the Top 100 Banks in the world) 	
Synopsis	Client: World's leading provider of financial services to institutional investors Ranked as # 2 Global custodian, with \$15.3 trillion in assets under custody and \$1.9 trillion in assets under management; the client has operations in 26 countries and Syntel is the centralized processing hub. Its broad and integrated range of services spans the entire investment spectrum, including research, investment management, trading services and investment servicing.	
Company	<u>AON (formerly - Hewitt Associates)</u>	June 2003 – May 2006
Designation	Customer Relation Executive	
Projects Undertaken	US Payroll and Benefits Projects	
Role	<ul style="list-style-type: none"> • Successfully Off-Shored one of the largest projects for the organization, which involved traveling to client end in the US for gaining process understanding, documenting the process knowledge, gaining client trust, creating the off-shoring plan, planning & testing of applications, training the team & running the pilot process to prove capabilities to the client key responsibilities included operational transitioning and stabilization. • Managing Service Requests (Tickets) in Siebel CRM and providing First Time Resolution for all the technical queries raised by the client • Managing Queries on Desktop support, Application Support by walking the client through the structured Process (Exult One call) • Processing Payroll, Benefits and EDM for US Based client • To ensure target achievement adhering to Service Level Agreement (SLAs) specific for a Queue set by the Client. • Identify process gaps and collaborate with the Client to formulate 	

	<p>solutions.</p> <ul style="list-style-type: none"> To develop strong inter-personal relationships with the team to cohesively bond them together with the company and integrate them with the vision and core values. To be directly responsible towards fostering the development of team by motivating them and ensuring career advancement and a long-lasting and fruitful relationship with the company through feedback and counseling. Develop continuous process improvement and cascade best practice and knowledge to team. Undertake sufficient audit to ensure that e-mail management, inbound and outbound calls are taken in accordance with established procedures, sequences and timings. Ensure 1st time quality and response times are maintained. Share knowledge, best practice and experience with colleagues at all levels in order to achieve goals and business objectives. Providing functional support for implementation of PeopleSoft for US Based client. Data migration from IBM AS400 application to PeopleSoft. 	
Synopsis	Client: Fortune 500 company, and one of the leading providers of consumer electronics, more than 600 stores and 48000+ employees in North America, the company strives to offer value to investors, businesses and consumers. Hewitt Associates is responsible for handling Payroll, Defined Contribution (401K), Defined Benefits (Pension plans), Health & Group Benefits, HR policies & EDM	
Company	<u>R-Tec (Formerly – Industele Services) Pvt. Ltd),</u> <u>Navi Mumbai</u>	October 2002 - June 2003
Designation	Customer Relation Executive - Operations	
Projects Undertaken	<ul style="list-style-type: none"> Responsible for providing telesales for US Outbound sales client. Target based telesales Aggressive lead generation for US Based clients Verification of sales that lead to closure (Buyer’s secured information needs to be obtained from the client for the closure with the phone recording) Providing daily sales performance 	
Personal Profile	Full Name	Nilesh Gharat
	Nationality	Indian
	Date of Birth	03rd March 1978
	Passport Number	F5422038
	Place of Issue	New York, NY, USA
	Visa Held	Valid - B1/B2 United States Visa expiration date 27th September 2016 Expired – Business United Kingdom Visa expiration date 04th May 2010
(Nilesh Gharat)		