MANISH SHARMA

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OPERATIONS-ADMINISTRATION AND CLIENT RELATIONSHIP LEADER

Results-oriented Operations-Administration leader MBA in Finance-HR with 10+ years of experience in administration and people management across healthcare, finance, and banking sectors. Proven track record of driving people management, operational excellence, ensuring regulatory compliance, and exceeding client expectations. Skilled in team management, process optimization, and implementing quality assurance measures. Recognized for managing high-volume workflows, fostering employee retention, and achieving exceptional performance metrics. Adept communicator and collaborator committed to continuous improvement and client satisfaction.

TECHNICAL SKILLS

- Operations Management
- Compliance Management
- Human Resources Mngt
- Performance Management
- IT Project Management
- Six Sigma Methodology
- Cross-functional Collaboration
- Client Relationship Management
- Employee Retention Strategies
- Team Leadership
- Strategic Planning
- Customer Service

PERFORMANCE MILESTONES

- Led operations for multiple critical processes within the US Healthcare, Digital Marketing, Investment Banking, and Retail Banking domains, ensuring adherence to industry standards and regulatory requirements.
- Successfully managed teams responsible for day-to-day operations, achieving high-quality service delivery and exceeding client expectations.
- Implemented quality assurance measures and process improvement initiatives, resulting in enhanced efficiency, productivity, and compliance.
- Demonstrated strong leadership skills by effectively managing teams, fostering a positive work environment, and implementing retention strategies to minimize attrition.
- Recognized for outstanding performance and achievements, receiving awards such as Best Lead, Best Performer, and Best People Leader, as well as certifications in process improvement methodologies like Six Sigma.
- Played pivotal roles in process stabilization, migration, and enhancement, contributing to increased productivity, client satisfaction, and business expansion.

CAREER PROGRESSION

UnitedHealth Group | Customer Relationship Manager | Optum Health and Technology Department June 2019 – 18/11/24

- Worked as a Customer Relationship Manager within the Optum Health and Technology department, overseeing people management process management and client relationship management.
- Prioritized client satisfaction and retention by proactively addressing needs and concerns, resulting in strengthened partnerships.
- Collaborated cross-functionally to drive initiatives aimed at enhancing the customer experience and achieving strategic objectives.
- Acted as a liaison between clients and internal teams, effectively communicating feedback and facilitating resolutions to issues.
- Demonstrated proficiency in analysing client data and metrics to identify opportunities for improvement and growth.
- Leveraged strong communication and negotiation skills to manage contracts, renewals, and upsell opportunities.
- Continuously monitored industry trends and best practices to provide clients with innovative solutions.

Accenture Solutions Pvt Ltd | Operations Lead - Google AdWords and Digital Marketing July 2016 - Jan 2019

- Managed day-to-day operations-administration of the floor, overseeing processes for client Google in the AdWords and Digital Marketing domain.
- Ensured delivery of metrics as per client expectations and service level agreements, maintaining high standards of quality and efficiency.
- Implemented Accenture's operational excellence module to drive process improvement initiatives and exceed performance metrics.
- Led efforts in generating ideas for process enhancement, driving innovation and efficiency in operations and people management.
- Successfully managed employee retention through effective rewards and recognition programs, fostering a positive work environment.
- Implemented robust compliance and risk management measures, ensuring adherence to industry regulations and standards.
- Recognized with the Best Lead award for the 1st quarter of 2018, and Encore Award for excellence in employee retention in the attrition management category for Q4 2018.

Indecomm Global Services | Lead Consultant - Trintech ERP Accounting/Finance May 2014 – Oct 2015

- Played a pivotal role in process training at the USA (Los Angeles) 3 months onsite assignment, facilitating the streamlining of month-end accounts closing activities for the Asia-Pacific region for client Sony Corporation.

- Demonstrated strong leadership skills by effectively managing a team and coordinating day-to-day floor operations.
- Acted as a liaison between the client and the internal team, ensuring seamless communication and alignment of objectives.
- Implemented Six Sigma initiatives to drive process improvement, productivity enhancements, and quality assurance.
- Successfully met process improvement, productivity, and quality targets on a monthly, quarterly, and yearly basis.
- Led efforts to enhance efficiency and effectiveness in Trintech ERP Accounting/Finance application usage, contributing to improved financial reporting and analysis.

Wipro Limited | Team Manager Operations - Barclays Bank PLC **Oct 2011 – Jan 2013**

- Managed operations for two critical processes within the Investment Banking division of Barclays Bank PLC.
- Oversaw the Client Onboarding process focusing on KYC (Know Your Customer) compliance, ensuring adherence to all statutory, legal, and regulatory requirements.
- Led a team of Subject Matter Experts (SMEs) and Associates, responsible for setting up trading accounts for counterparties/clients with a strong emphasis on accuracy and productivity.
- Ensured compliance with client Service Level Agreements (SLAs) by exceeding accuracy and productivity targets consistently.

As Team Manager Operations | Mortgage Servicing Client - Wipro's BFSI Vertical

- Managed operations for various third-party clients of the bank, including major institutions like Morgan Stanley, Bank of America, and Wells Fargo.
- Primarily focused on Payment Processing and preparation of reports under Investor reporting and Investor accounting queues.
- Led day-to-day process operations and client liaison activities, collaborating with associates, SMEs, and floor supervisors to ensure seamless workflow and client satisfaction.

Bank of America BA Continuum Solutions Pvt. Ltd. | Team Leader Operations **Feb 2008 - July 2011**
Global Credit and Investment Banking Division

- Led operations for the newly migrated Financial Statement Spreading process, a critical component of the Global Credit and Investment Banking division.
- Managed a team responsible for generating credit ratings for branches, facilitating loans to various corporate entities in U.S.
- Oversaw initial report preparation, process training, and quality assurance activities, ensuring compliance with SLAs with 100% accuracy.
- Contributed to exceptional VOP scores and feedback, maintaining strong client relations and meeting business objectives.
- Managed Credit Services - Indexing Operations, indexing credit and collateral loan documents in the Virtual Vault system, enhancing the loan cycle process efficiency.
- Recognized with several awards, including Bronze Award for exceeding SLAs, Process Accuracy Review (PAR) Certification, and BPM Ranger Certification in 2010.
- Received Best People Leader Award in Dec ’09 and led successful completion of the annual Business Continuity Planning (BCP) test.
- Spearheaded a Six Sigma Green Belt project, resulting in enhanced productivity and quality.
- Successfully led the migration of the Financial Statement Spreading process, ensuring seamless process stabilization within the specified timeframe.
- Received awards for team performance and maintaining 0% attrition for 22 months consistently.

Infosys | Team Leader Operations - Bank of New York Mellon Capital **Apr 2006 - Dec 2007**

- Led a team of 18 Associates, overseeing quality performance tracking, training, leave management, and annual performance appraisals, ensuring adherence to SLAs.
- Prepared and maintained MIS reports, handled escalations, and reported to Senior Leadership team, supporting Administration and Finance departments for smooth operations.
- Managed client processes for Bank of New York (now BNY Mellon Capital), meeting daily SLAs and productivity targets.
- Conducted reconciliations of client investments across Europe & UK, liaising with Fund Managers to confirm net holdings at month-end.
- Facilitated daily team huddles, one-to-one sessions with executives, and conducted periodic team appraisals.
- Recognized with the Best Performer Award in 2007 and completed Six Sigma Yellow Belt certification.
- Successfully stabilized a new process within Bank of New York Mellon Capital, resulting in increased productivity, additional business, and expansion of the team by 8 Full Time Employees.

HSBC Bank | Executive - Customer Service Department (Voice and Non-Voice process) **July 2000 - Sept 2005**

- Supported branch operations for HSBC Bank (UK), resolving daily queries and coordinating with branch staff.
- Managed transaction processing and collaborated with the team across various Retail Banking back-office processes: Opened accounts for UK customers. Set up direct debit instructions and third-party payments for loan repayments and utility bills. Approved cheques based on customer credit history and behavioural scores, managed account limits, and pursued debts. Handled data and high-voice processes, managed online mortgage payments, loan repayment notifications, and charge reversals.
- Played a key role in process remigration to new locations as part of Business Continuity Planning (BCP), ensuring smooth transition and implementation of process documentation.
- Received 3 'Quality Top Performer Awards' and Team Extra Miler Certification.
- Recognized for consistent top performance and creating process checklists.
- Successfully migrated an existing process to a new location within India as part of BCP initiatives.

EDUCATION

MBA in Finance-HR and Business Administration | Symbiosis University Pune, 2005
B. Com | Osmania University, Hyderabad, Andhra Pradesh, 2000
Date of Birth: 03rd June 1978

PROFESSIONAL DEVELOPMENT

- **Certified Trainer:**
  - Skilled in conducting training sessions for Testing and Process Training.
  - Subject matter expertise in Healthcare, Banking, and Finance processes.
- **Compliance and Governance:**
  - Certified in ongoing internal audits, Annual Risk Assessments, and Compliance and Governance reviews.
- **Leadership and Quality Training:**
  - Completed various leadership and quality training programs.
  - Received training at the Infosys Leadership Institute (Mysore).
- **Six Sigma and Lean Certification:**
  - Achieved Six Sigma Green Belt certification at Wipro.
  - Contributed to a Green Belt implementation project at Bank of America.
  - Holds Lean Certification
- **IT Project Management Certificate** at ISB (Indian School of Business) Executive education from August 2022 – November 2022

ACHIEVEMENTS AND AWARDS

- Recognized with multiple "Spot Awards" for outstanding performance and contributions to operational excellence.
- Received the "Relationship Building Award" for fostering strong client relationships and ensuring high levels of customer satisfaction.
- Consistently demonstrated a focus on quality, resulting in accolades such as the "Focus on Quality" award.
- Earned the "Extra Miler Award" for consistently going above and beyond expectations to deliver exceptional results.
- Acknowledged as a "People Champion" for exemplary leadership and mentorship, contributing to team cohesion and morale.
- Distinguished as a "Process Champion" for implementing innovative process improvements and driving efficiency gains.
- Regarded as a subject matter expert in healthcare, banking, and finance processes, providing invaluable insights and guidance to colleagues and stakeholders.

BUSINESS DEVELOPMENT AND PROCESS IMPROVEMENT

Client Relationship Management and Business Growth:

- Played a pivotal role as a Service Account Manager in supporting the Account Manager to bring in new business and service existing clients.
- Collaborated closely with the Account Manager to ensure client satisfaction and retention, contributing to the expansion of the client base.
- Specialized in the Healthcare domain, particularly in the Wellness sector, focusing on Emotional Wellbeing Solutions, a novel concept in the Indian market.
- Leveraged prior experience in team management and client handling to deliver results aligned with quality, productivity, and turnaround time objectives.

System and Process Enhancement:

- Supported various Six Sigma initiatives, including Green Belt projects, aimed at process optimization and efficiency improvement.
- Implemented a work allocation and monitoring tool in collaboration with the automation team, facilitating time and motion studies to streamline operations.
- Simplified onboarding, training, and go-live processes by developing comprehensive standard operating procedure manuals, reducing dependency on individual expertise and enhancing overall productivity.

PROFESSIONAL CHALLENGES AND SOLUTIONS

- **Adapting to Dynamic Work Environments:** Successfully navigated through various job transitions, viewing each experience as an opportunity for growth and learning. Demonstrated resilience and perseverance in overcoming challenges encountered in different organizational cultures.
- **Quality Management and Team Collaboration:** Addressed high error rates from new training teams by implementing targeted training programs and providing ongoing support. Managed client expectations on quality goals by fostering transparent communication and establishing realistic objectives.
- **Teamwork and Performance Enhancement:** Overcame inter-team conflicts and promoted teamwork by facilitating open dialogue and conflict resolution strategies. Mitigated concerns related to overtime, appraisals, and performance management through proactive communication and process optimization.