

Paras Gambhir

OPERATIONS MANAGEMENT PROFESSIONAL

10+ years of professional experience; targeting towards **Operations Management and Implementation**; Proficient in running successful method-oriented operations and taking strong & efficient initiatives for business excellence through process improvements. I believe in **POMODORO** approach and I live with that motto.

✉ parasgambhir23@gmail.com

☎ +91-9899577882

Executive Profile

- **Skilled in managing multi-process environment** together with operations with focus on top line & bottom-line performance, profitability, cost control and highest level of customer satisfaction.
- Resourceful in **providing direction, motivation & training to team** for ensuring optimum performance of entire team.
- Expertise in **directing all aspects of Operations** entailing Client/Stakeholder Engagement, Service Delivery, MIS Reporting and Staff Management with key focus on profitability & cost reduction.
- **Customer-centric professional** focused on providing excellent services by effective query resolution within TAT; excels in meeting expectations of clients & other stakeholders.
- Skilled in **undertaking operational analysis, scanning business processes**, identifying performance trends & bottlenecks, conducting data analysis and preparing reports.
- **Delivered excellent results in driving SLAs** to meet or exceed quality of service commitments.
- Resourceful in **coordinating with customers & offshore stakeholders** for running successful business operations and experience of implementing procedures and service standards.
- **Effective leader with talent in leading teams** to work in sync with clients.
- Set parameters & client SLAs; possess **strong communication**, problem solving & analytical skills.

Trainings Attended

PMP trained (PMP) | Conflict Management | Leadership Skills | Persuasive Communication and New Leaders Program.

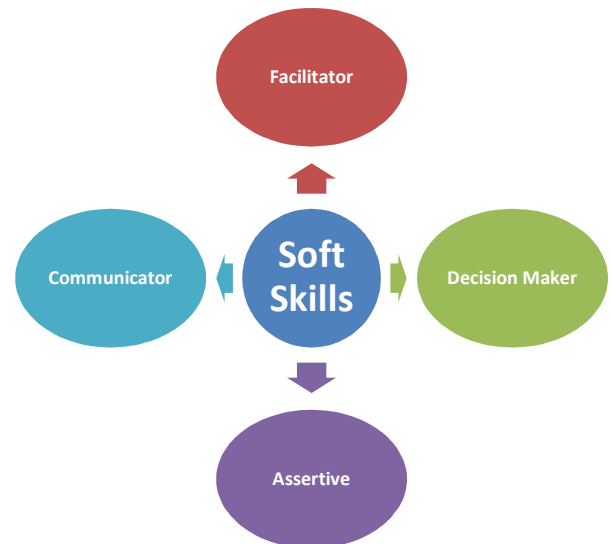
Career Highlights



Key Impact Areas



Soft Skills



Professional Experience

Apr '13 till Date: eMDs, Noida as Manager Operations | Quality

Growth Path: -

Apr'13-Jan'15	Customer Service Agent Patient services
Jan'15-Apr'16	Subject Matter Expert Patient services & Client Chat services
Apr'16-Sep'17	Team Manager Account Receivable Operations
Sep'17-Oct'19	Deputy Manager Operations AR & Quality
Oct'19-Jun'21	Manager Operations & Process Excellence
Jul'21-Present	Senior Manager Operations & Process Excellence



Key Result Areas:

- Managed a portfolio of Accounts Receivable accounts with a monthly target of \$3 M revenues.
- Research and contact past due accounts to collect, but also to investigate "why" and attempt to correct and reconcile the problem.
- Improved receipt payment process accuracy, implementing improvements to billing (ERA rule group setups), collection processes and procedure assessments.
- Progressing the NCR and GCR, along with major KPI's.
- Maintaining the TAT for the given tasks and following the industry standards to keep days in AR under check.
- Trained and guided team members to maintain high productivity and performance metrics.
- Created and implemented aggressive action plan to address pressing cost control needs.
- Prepared quotes for new products and services and composed budgets.
- Acted as Mediator and main point of contact for Client Escalation & Retention.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Achieved or exceeded financial goals on regular basis by controlling expenses, optimizing schedules and regulating inventory usage.
- Cross-trained existing employees in order to maximize team performance.
- Controlling costs whilst ensuring that operational service standards are continuously met in order to achieve budget.
- Supervising overall functioning of processes, evaluating improvement areas, driving process improvement strategies for ensuring maximum efficiency; leading setting-up, maintaining Critical to Quality (CTQ) & Critical to Process (CTP) targets.
- Reviewed performance data to monitor and measure productivity, goal progress and activity levels.
- Provided reliable and accurate information to internal / external auditors and management that facilitated preparation of year-end financial statements.
- Improved customer relations by implementing regular follow-up with clients allowing them to provide timely feedback on our services.
- Handled customer requests and resolved problems, including all disputes, changes and credits on Client invoicing.
- Initiated & sustained efforts for improving customer satisfaction scores through regular relationship/governance calls and provided regular updates on change/new policies to employees.
- Extended effective resolution to customer queries and improved relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience.
- Mentored & led team and ensured employee growth, team exceeded quality scores consistently and managed attrition.

Highlights of the Journey:

- While working as a Deputy manager we started off with vendor business with just 14 FTE's. **It grew to 270+** as on date, with more prospects still being encountered.
- Maintained the Rev/FTE for **straight 19 months**.
- We had 99.63% retention even in the Pandemic.
- Successfully handled escalated calls and improved customer experience by 14%.
- Significant contribution in delivering **business impact** by offering customer **centric solutions**.
- Effectively exceeded all KPI's in the production phase, analyzed reports related to financial for last 18 months, **Dashboards** and **Attrition**; achieved overall growth of 6.4% in billing metrics.
- Remained amongst top performers in the portfolio for almost 3 years now.
- Worked as Project Lead in coordination with a new client to improve major **KPIs**, including financials, monthly revenue, incorrect billing, **CSAT** etc.

Aug'11 till Mar'13: Jyoti Opticians (Family Business), Delhi

Key Result Areas as Handler | Operations:

- Handling various orders for spectacles and eye testing bookings.
- Providing **customer service** regarding contacts issues. Lasik procedures.
- Accountable for reducing production time and reminding **patients/customers** for regular eye check-ups.
- Regular follow up with sales dept. regarding customer accounts on a timely basis.
- Establish and **maintain effective and cooperative** working relationships with vendors and staff.
- Derive sales for all the **branches**.



Dec'10 till Jul'11: Iqor Noida as Collector



Key Result Areas as Collector | Operations:

- Ability to resolve the customer's problem with first call **resolution**.
- Deliver award winning customer service.
- Collection and **Settlement negotiation**.

Jan'10 till Dec'10: KAD , Delhi as Supervisor

Key Result Areas as Supervisor | Day to Day activities:

- Keeping track of the **finances**. Cash ins daily check outs.
- Keeping track and putting **adherence** in check for office timings.
- Handling daily customer calls and putting out a report on **Prospective buyers**

Education & Credentials

- PGDM from IMT, Ghaziabad in 2012-2015
- BCA from MD University in 2009-2012

A dark grey banner with orange and yellow geometric shapes on the left and right sides. It contains a person icon and the following text:

Personal Details
Date of Birth: 23rd January 1992
Languages Known: English and Hindi
Nationality: Indian
Address: C-30, IInd Floor, Delhi-110092