



BIMAL K CHANDRABOSE

ORGANIZATIONAL EXCELLENCE EXPERT | INNOVATIONIST | ENVIRONMENTALIST

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About

Hi, I am a versatile techno-functional Quality & Compliance professional with over 19+ years of experience in the fields of, *Organizational Excellence, Customer Experience, Operations Quality & Risk Management, Managed services, Performetrics* and implementation of both business application systems across **Finance (NBFS), US Health Insurance**, Education, and communication, sectors.

Having extensive experience in setting up and running Offshore Delivery Operations, Critical Infra structure and processes for various Shared Services Units for my previous stake-holders, I have delivered phenomenal transformational experience over the past 19 years of my career journey.

Sincerely
Bimal K Chandrabose

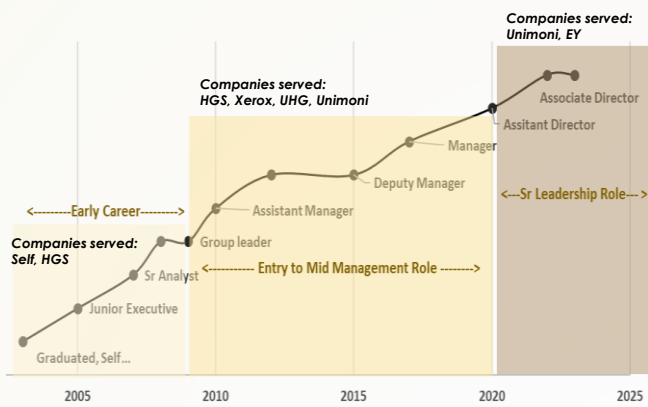
Proficiency forte

- Offshore Delivery Center/Shared services center set up
- Business Process Transition & Transformation.
- Formulation, Design and implementation of Standard Operating Models and Product/service Quality frameworks
- Continuous Improvement, Six sigma DMAIC), LEAN, 4D, PCS, TRIZ, KAIZEN
- Product/service Efficiency enhancement: RPA & Intelligent automation, Solution Design & Configurations
- Regulatory and organizational compliance management

Academics & Certifications

- ✓ **MBA in Total Quality Management** - Sikkim Manipal University, 2013 (Distance)
- ✓ **Bachelor of Science Physics**, 2000 – 2003 Batch, M. G University, Kerala
- ✓ **Lean Six Sigma Blackbelt**: from KPMG, Bangalore, 2016
- ✓ **IRCA Certified Lead auditor of ISO 9001:2015** from Bureau Veritas
- ✓ **Certificate in Computing**, IGNO University, New Delhi. (2003-2004)
- ✓ **Diploma in Computer Application** - ICIT (Accredited by Dept. Electronics of India), 2002
- ✓ **Management Development Program** (from IIM, Kozhikode (IIMK))

Quick Bio



YoB: 1983, Male, Indian, Married | Visa Status: Need sponsorship. Fully COVID 19 vaccinated | Available to join in 90 days
Current location: Kochi, Kerala | Location preference: Middle East, Americas, Europe, Kerala, South India, MH, NCR



Associate Director – Quality & Innovation

Ernst & Young Global Delivery Services LLP, Kochi, India, (September 2020 – till date)

Sector: Multiple, Regional Role

Leading the service Quality & Innovation initiatives at the regional level across all the Service Lines of EY GDS in the MENA region. GDS MENA consists of over 2000 client service professionals across 4 major service lines and 50+ competencies. Accountable for equipping the organization to render the next level of customer experience

Key operations responsibilities

- Fully understand the service quality requirements of the Service Lines/Sub Service Lines and guide the respective leaders to meet and exceed regional level goals.
- Guide the service lines to drive relationships with organizations potential and existing customers.
- Provide strategic support to the internal audit teams in conducting QA audits to ensure compliance by the service lines.
- Ensure all the services lines serving Middle East & North Africa region are fully compliant to client, business and EY Global organizational policies and requirements
- Guide the departments to develop and implement quality & risk policies and procedures to ensure compliance and risk-free operations

Business performance responsibilities:

- Ensure policy and standards compliance (Zero NCs in External audits) Conduct timely and sufficient quality reviews with service lines.
- Drive innovation across service lines and ensure that all the departments are leveraging top notch technology for rendering their services.
- Ensure that the service lines are adhering to yearly automation targets. Establish performance standards and drive to meet financial and business objectives.
- Ensure highest customer satisfaction on every EY GDS engagements. Continually improve the quality of deliverables from GDS MENA Continuous improvement of processes Meeting and exceeding Automation targets

People responsibilities:

- Recruit, train and mentor the service lines to deliver highest quality output on all the engagements.
- Drive organizational level training and assessment programs to impart a culture of learning and competition.
- Ensure Service lines staffs are equipped with relevant competencies



Manager Process Excellence & Quality Initiatives

Unimoni Global Business Services, Kochi, India. (October 2015 to September 2020)

Sector: NBFS, Key Organizational Role

Service & strategic quality leader at a UAE based Finance Major's Shared Services Center and its various managed services.

Process & service Excellence Forte

- Managing Service & strategic quality of a leading MNC's Shared Services Centre and its various managed services. Services monitored include:
 - Currency Solutions & Cross boarder payments (Foreign Currency exchange, Money transfer/Remittance) related processing;
 - Payroll processing for over 1 million employees across UAE under WPS (for CBUAE); Travel cards back-office processing;
 - Surveillance & Sanctions, Anti Money Laundering (AML), Customer Due Diligence (CDD),

Brand insights: Footfall analysis, Cluster analysis, ROI analysis, and Factor analysis,
Customer Lifetime Value, Customer Profitability Model – Net Relationship Value



- Establish robust Quality Management Systems in lines to ISO 9000 elements at various group entities and ensure their sustenance by:
 - ✓ Devising and establishing quality procedures, standards and specifications;
 - ✓ Setting up and maintaining adequate controls and relevant documentational procedures;
 - ✓ Conducting process audits and reviews with relevant business heads and their teams.
- Design, induct & establish Business Process Excellence models across the SSC functions by:
 - ✓ Leading Six sigma and Transformation Projects across various business verticals;
 - ✓ Incorporating customer requirements and making sure they are met consistently;
 - ✓ Identifying Key Success Factors against various shared services Operations and drive improvement initiatives (Process Improvement / Transformation / Automation etc.);
 - ✓ Setting KEY BUSINESS PERFORMANCE INDICATORS across Shared Service Verticals at Unimoni;
 - ✓ Driving FMEA across functions and induct Service Quality assurance and related mitigatory frameworks as part of QFD.
 - ✓ Mentoring improvement projects, and help the departments drive Service Quality across all the Shared Services Functions;
 - ✓ Smart Contract Management – MSA/SOW, SOP reviews SL Monitoring;
 - ✓ Guiding the leaders to implement QFD, Service KPIs and target consultations;

Noteworthy achievements @ Unimoni

- Robotic Process Automation: Automated 54 Financial business processes using BluePrism®. Realized a tangible benefit of \$42,000 YoY. The initial year (2019) return alone realized a whopping \$35,054 in overall savings.
 - ✓ 78% Overall Process Risk reduction on 32 solutions. Mitigated 18 potential risks out of 23 identified;
 - ✓ Customer delight: Quick feedback to the customers on the salary processing requests by reducing the wait time at the customer end from 2-3 hours to 15-20 minutes;
 - ✓ Reduced the number of impacted customers (due SIF Ref. non-generation) from 200 to 25 per month. Improved Voucher receipt TAT from 14 days to 7 days;
 - ✓ Process Efficiency enhancement: Over all Improvement in processing speed from 86% during manual processing (Current average is 151%);
 - ✓ 3.5 hours of rework reduction per employee per month.
- QPEP - Quality Professional Excellence Program:
 - ✓ An organization wide continuous learning program formed to inculcate analytical ability, problem solving skills and induct a Project Management approach to the wider AM/TL populations across various Unimoni verticals. This initiative widely adopted industry proven process improvement methodologies like Six Sigma (DMAIC), LEAN, 4D, PCS, TRIZ, KAIZEN to bring in Continual Process Improvement.
 - ✓ Over 52 personnels were trained;
 - ✓ 13 black/Green belt candidates were certified in coordination with ANNEXAS Europe;
 - ✓ 21 business problem statements (Projects) were Identified and addressed during the span of 3 years;
 - ✓ Undertook 4 major Blackbelt projects under this program and brought in CTQ improvements against 75% of the 17 Greenbelt Projects mentored and monitored during the span of 3 years.
 - ✓ Undertook most complicated CTQs in all the major Blackbelt project assignments and helped enhancing relevant CTBs ;
 - ✓ Total savings on the most successful Black Belt project were worth 1.3 Mio AED, by improving the CTQs such as estimation accuracy, adherence variation% and fund liquidity.



Career recital



Deputy Manager

UnitedHealth Group, Hyderabad, India

(From July 2015 to October 2015)

Sector: US Health Insurance

- US Health Insurance Administration - Operations management (Direct span of control: 100 FTEs)
- Operations & Quality Management: Cost Optimization, SLA Delivery, People Management & Client Relations
- Managed Health insurance back-office operations for United Health Group through its shared service center "Optum Global Solutions" for a brief period.
- Responsible for the delivery of a larger unit that houses over 150 employees.
- Responsible for service stream-lining and automation



Production Manager

Xerox Business Services, Bangalore, India

(From October 2013 to March 2015)

Sector: US Health Insurance

- US Health Insurance Administration - Operations and service delivery management
- Direct Span: 200+ FTE across different locations
- SL Management, Key Process Metrics monitoring over 100 monthly opportunities
- Delivery excellence, Process automation & transformation
- Capacity & Allocation Management
- Departmental Finance, Salary processing, Cost optimization initiatives



Assistant Manager

Hinduja Global Solutions, Bangalore, India

(From November 2005 – March 2013)

Sector: US Health Insurance

- Primary responsible for driving service quality across key projects.
- Handled both operations and quality teams for over 7 years across various US health Insurance areas.
- Successfully transitioned and transformed strategic projects from onshore (Louisville, USA) during 2008 recession period benefiting both the client and organization in terms of cost, quality and revenue.
- Setting QA compliance objectives and ensuring that targets are achieved;
- Defining quality procedures in conjunction with operating staff;
- Setting up and maintaining controls and documentation procedures;
- Leading and monitoring performance of the team members for maintaining excellence in service operations;

Customer Intelligence, Customer Spend enhancement Model, Customer segmentation & Loyalty, Shopping mission analysis

Awards & recognitions

- *Best Partner award from a Fortune 500 client, Year 2008*
- *Best Leader, Leadership Award (2010) from HGS*
- *Personal Excellence award from the HGS CEO – (2011)*
- *'Zero Drop' award for maintaining Zero attrition consecutively for 3 months (2012)*
- *Holder of 'Dronacharya' award for the best trainer – (2007)*