

VARSHA BARMECHA

PMP, MBA

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Results-driven service delivery project manager with 7+years of experience in online retail, contact center, consulting and banking. Successfully led and managed teams in complex projects across trust & safety, Omni-channel customer support, payments platform, and financial oversight, resulting in 20x revenue growth in 3 years, 40% handle time reduction and 2% contract margin improvement (\$0.4M). Recognized as the "Best Lead" and top two vendor by the client. Seeking cross-functional team opportunities to solve high-value client problems to improve customer loyalty.

Project Management | KPI Implementation | Business Acumen | People Development | Financial Reporting & Budgeting | Data Analytics | Customer and Executive Communication | Risk Management | Quality Assurance

TECHNICAL SKILLS

MS Office (like: Word, Excel super user including Pivot Tables, PowerPoint, Outlook), NICE inContact Cloud based dialers and ACD systems, AWS connect, Tableau, Scuba, Asana, and Google Docs.

PROFESSIONAL EXPERIENCE

Accenture, Austin, TX

May 2019 – Jun2023

Service Delivery Ops Lead (Remote), September 2021-June2023

Job Scope: Supported 600 plus agents and support staff across the globe for the world largest social media platform ensuring efficient operations and client satisfaction by overseeing project financials, forecasting, invoicing and workforce management.

- Collaborated with cross-functional teams and external stakeholders for forecast planning that resulted in meeting budget goals.
- Pioneered and successfully launched the new hire onboarding process and established strategies that reduced idle time by 49%.
- Developed and maintained reporting framework to optimize staff allocation and utilization resulting in consistently achieve billable hours' target.
- Key player to implement and drive payroll reconciliation process, resulting in \$0.4M annual man-hours reduction (2% contract margin improvement).
- Identified opportunities and established weekly agent score card mechanisms that improved agent productivity from 89% to 94%.
- Led end-to-end change implementation to agent tracking mechanism with agility that improved resource utilization by 20%.
- Initiated weekly data auditing and analysis process and achieved a high level of accuracy in client invoicing.

Operation Senior Analyst (WFO), May 2019-August 2021

Job Scope: Responsible for hiring, developing and managing a multi-lingual team of 25specialists to delivery service for a payments product as per the required SLA and KPI

- Spearheaded service delivery strategy by effective planning and risk monitoring resulted in 15% reduction in response time.
- Instrumental in a successful global launch of payment system for a highly accredited social media client.
- Collaborated with client for developing a comprehensive, user-friendly training material.

- Established a robust internal tracking mechanism and calibrated with client on the closed loop feedback process that assisted in UI/UX for end users.
- Partnered with Tech team to build reporting dashboard for effective monitoring and decision making.
- Synthesized complex reports and proficient in presenting data analysis to leadership for decision making and drive process improvements.
- Drove innovation through new process incubation, induction and process improvement to achieve consistent performance on key indicators (AHT, TAT & Quality score).
- Effectively mitigated delivery risks and met service level agreements by performing RCA and implementing effective solutions.
- Recognized for excellence, truly human, and collaboration by leadership.

Shop LC**November 2010 - February 2017****Call Center Manager (WFO)**, January 2013-February 2017

Job Scope: Managed a 24/7 contact center with 50+ agents and support staff, overseeing day-to-day operations to drive customer loyalty and achieve sales and service goal

- Successfully led the Business Development Program across Omni channels, growing the team from 2 to 50+ agents and increased monthly sales from \$25k to \$1M.
- Performed root cause analysis of dormant customers, leading to improvement in NPS from 40 to 60 points within the first year.
- Decreased handle time by 40% within 6 months of engagement in the role.
- Established end to end inventory and order management system in partnership with an offshore team for a new sales channel resulting in 20% business growth.

Business Analyst (WFO), November 2010-December 2012

Job Scope: Gathering and analyzing business requirements and strategies for continuous improvement and growth.

- Identified customer groups, alliances, and expansion strategies to drive sales.
- Proactively monitored industry trends and competitors' operations, delivering valuable insights to drive strategic decision-making.
- Collaborated with stakeholders to define features and partnerships, contributing to successful product development.

ADDITIONAL RELEVANT EXPERIENCE

Citibank N.A., India - Quality Manager (WFO)

EDUCATION**Masters of Business Administration (MBA), Marketing**

Institute of Management Technology, Ghaziabad, India

Masters of Arts (MA), Mathematics

Delhi University, India

CERTIFICATIONS

Certified Professional Manager - COPC Inc.

Project Management Professional (PMP) - Project Management Institute