

YOGESH PARMAR

Process Manager (Certified Lean Six Sigma Black Belt, IMC)

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PROFESSIONAL SUMMARY:

Results-driven professional with a strong background in customer service management and process improvement. Achieved a 20% increase in overall efficiency and reduced operational expenses by 15% as Process Manager at eClerx. Freelancer with expertise in website creation, Python programming, and data analysis. Resolved 95% of inquiries within 24 hours, maintaining a 4.9/5 rating on Freelancer.com. Customer Service Manager at Amazon, achieving a 20% reduction in Repeat Contact Rates and 15% increase in agent productivity. Metrics-oriented, with a proven track record of enhancing performance and customer satisfaction. Certified in project management and digital marketing.

SKILLS:

Over the last 8 years of my professional career, I have acquired the following skills through collaboration with great leaders and self-motivation.

Lean Six Sigma (Black Belt): Process Optimization, Process improvement, Data Analysis, Continuous Improvement, Root Cause Analysis,
Project Management: Task Prioritization, Team Collaboration, Team Management, Lean six sigma, Excel, Statistical Analysis, Problem-Solving,
Business Operations: Customer Service Management, Customer service, International Voice process, Call Center Operations, Business Development, Cross-Functional Collaboration, Relationship Management, Team Motivation, Training & Development, Quick Learner, Resilient in Changing Environments.

PROFESSIONAL EXPERIENCE:

eClerx | **Process Manager** | February 2022 - November 2022

- Optimized process operations, resulting in a remarkable 20% increase in overall efficiency and productivity.
- Successfully improved data accuracy by over 60 lakhs (6 million) data points, enhancing decision-making processes.
- Implemented cost-saving initiatives, resulting in a significant 15% reduction in operational expenses for both clients and the company.
- Effectively led and coached a team of 15 professionals, resulting in a 25% improvement in individual performance and a notable boost in team morale.
- Collaborated with cross-functional teams to streamline processes, reducing the average turnaround time by 30%, and enhancing overall operational performance.

Amazon Development Centre India | **Customer Service Manager** | September 2015 - September 2021

- Spearheaded customer service operations for 3 marketplaces (India, US, Canada) across chat, email, and phone, ensuring high-quality service delivery and exceptional customer satisfaction.
- Achieved a significant reduction in Repeat Contact Rates (RCR) by 20% within the first quarter, resulting in improved efficiency and reduced customer effort.
- Streamlined call center processes, leading to a 15% increase in agent productivity and a decrease in average call handling time by ~4 mins.
- Successfully cross-trained managers and team leaders, resulting in a 30% increase in their ability to handle multiple contact mediums, contributing to smoother operations during peak periods.
- Awarded the Outstanding Leader Award in 2019, acknowledging the ability to foster a high-performing and engaged team environment.
- Earned the prestigious Super Start Award 3 times for consistently maximizing team performance and exceeding performance targets.
- Received the Amazon Connections Award 11 times for maintaining exceptionally high levels of team engagement and satisfaction.

Redbus.in | Business Development Executive | August 2011 - August 2012

- Secured partnerships with 20 key bus vendors, resulting in an increase of 15% in available seats for booking on the Redbus platform.
- Maintained a 90% satisfaction rating among bus vendors due to consistently polite and effective communication, leading to additional seat allocations for Redbus bookings.
- Implemented a feedback system with bus vendors, resulting in a 20% decrease in customer complaints and an improvement in overall service quality.
- Streamlined bus transaction records and chart preparations, reducing processing time by 30% and ensuring accurate and up-to-date information for customers.

KEY ACHIEVEMENTS:

- **Achieved 39% increase in operational efficiency:** Saved 61 production hours by reducing Missed calls from 157 hours to 96.
- **Streamlined order processing:** Resolved 1,200 stuck order tickets, ensuring smooth operations at the Canada Fulfillment Center.
- **Enhanced data accuracy:** Improved data accuracy by 12 lakh records within 1 week, reducing errors and enhancing decision-making.
- **Boosted productivity by 60%:** Reduced Outbound calls production hours from 512 hours to 205, resulting in enhanced efficiency.
- **Minimized customer escalations:** Successfully decreased escalation calls from 11% to 9% within 1 month, improving customer satisfaction and loyalty.

CERTIFICATIONS:

- Certified Lean Six Sigma Black Belt, IMC Dubai.
- Google Project Management Certification, Coursera.
- Certified Digital Marketing, HubSpot.

EDUCATION:

- PGDM in Supply Chain Management, IMT Ghaziabad, December 2020 - December 2021
- M.B.A, Liverpool Business School, England, January 2022 - November 2022

LANGUAGES: English, Hindi, Russian(Basic)

PERSONAL DETAILS:

- Address: Majestique Housing Society, Fursungi Gaon, Pune-412308