

HARSH SINGH

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PROFESIONAL SUMMARY

Operations and Transitions professional with 3+ years of experience in BPM operations, team leadership, client escalation management, and workflow optimization. Experienced in leading teams, managing transitions, improving operational efficiency, and delivering SLA-driven results across multi-client environments. Proven track record in process improvement, stakeholder management, and driving customer satisfaction.

EXPERIENCE

Transition Analyst | Provana, Noida | April 2025 – Present

- Led end-to-end transition of Legal Back Office and Accounting procedures for multiple clients, managing 100+ operational procedures across client accounts.
- Supervised and mentored a team of 10 executives — conducted performance evaluations, and regular 1-on-1s to drive engagement and retention.
- Monitored daily production targets; coordinated with operations teams to ensure consistent achievement of productivity, quality, and adherence benchmarks.
- Reduced process errors by 30% through regular training sessions and structured knowledge-sharing initiatives.
- Resolved client escalations by identifying root causes and implementing timely solutions, maintaining high client satisfaction and protecting business continuity.

Associate Senior Executive | Info Edge India Ltd (Naukri.com), Noida | Dec 2023 – April 2025

- Managed multiple concurrent projects to enhance platform quality on Naukri, one of India's leading job portals.
- Resolved 100% of client escalations end-to-end — acknowledged issues promptly, identified root causes, and took full ownership of resolutions.
- Improved customer satisfaction scores by 30% and reduced resolution time by 25% through clear, empathetic, and structured client communication.
- Maintained high attention to detail across large volumes of structured and unstructured data, consistently meeting quality and SLA targets.

Workflow Specialist | Tata Consultancy Services, Gurugram | Oct 2022 – Dec 2023

- Accurately processed 110+ cases daily during interlining operations, achieving a 100% accuracy rate and significantly reducing error rates.
- Oversaw and optimized workflow processes, improving case management efficiency by 20% through systematic process improvements and adherence monitoring.

SKILLS

Leadership & People Management: Team Handling, Performance Reviews, 1-on-1s, Corrective Action, Onboarding & Training, Shrinkage & Attrition Management, Stakeholder Management, Workforce Management, Capacity Planning

Operations & Quality: SLA Adherence, QA/QC, Escalation Management, Root Cause Analysis, Process Transitions, Process Documentation/SOPs, Productivity & Utilization Tracking, KPI Monitoring, TAT, CSAT

Tools: Advanced Excel, Power BI, Power Query, PowerPoint, SAP

EDUCATION & PROFESSIONAL DEVELOPMENT

B. Com | National PG College, Lucknow | 2019–2022 | CGPA: 7.0

XII (CBSE) | Devasthaly Vidyapeeth, Ballia | 2019 | 79%

X (ICSE) | St. Mary's School, Ballia | 2017 | 72%

Power BI Desktop for Business Intelligence | Udemy | Dec 2024 | [View Certificate](#)

PROJECTS

[Adventure Works Bike Shop — Data Analysis](#) — Power BI, DAX, Excel

- Built a Power BI dashboard tracking revenue (\$24.9M), profit (\$10.5M), orders (25.2K), and return rate (2.2%) — surfaced customer behaviour insights to support profitability decisions.

[Vrinda Store — Sales Data Analysis](#) — Microsoft Excel

- Cleaned and analyzed retail data to identify top buyer segments (women 30–49 in 3 states) and key sales channels (80% from Amazon, Flipkart, Myntra) — recommended targeted marketing strategy.