

Sandeep Deka

Customer Support
Operations
Management

Contact

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Additional Skills

- Business & Strategy:
Board Relations, Business Operations, Change Management, Investor Relations, KPIs, Product Roadmap, Resource Planning, Strategic Planning
- Operational Excellence:
Data Modeling, Healthcare SaaS, PACE Program Knowledge, People Operations, Population Health Management, Process Improvement, Project Management, SaaS
- Tools & Methodologies:
Agile, Automation Tools, Data Analysis, DevOps, Google Ads, MS Office Suite (Excel, PowerPoint, Word), Salesforce, Scrum

Strategic and results-oriented Executive with over 12 years of experience driving Business Operations and Strategic Planning within the Healthcare SaaS sector, US Rental, Loans and Telecom domain. Proven track record of bridging the gap between executive vision and organizational execution to scale internal infrastructure and cross-functional processes. Expert in leveraging Data Modeling and People Operations to optimize organizational growth, manage Change Management initiatives, and support Board Relations and Investor Relations through data-driven performance metrics.

Work History

2021-03 -
2026-02

Senior Product Manager

BAJAJ FINSERV HEALTH LTD, PUNE, MH

- Partnered with executive leadership to define product strategy and Strategic Planning for Healthcare SaaS solutions, scaling user engagement by 35% through optimized Business Operations.
- Aligned cross-functional teams to launch Population Health Management features, coordinating Resource Planning to reduce wait times by 20% and scale user satisfaction.
- Optimized internal infrastructure using Data Modeling to drive conversion rates up 18%, while managing People Operations for a high-performing cross-functional team.
- Coordinated market research and competitive analysis to support Investor Relations and Board Relations, facilitating the successful launch of two digital health products.
- Conducted business requirement workshops with credit, underwriting, and operations teams to design optimized loan origination workflows.
- Translated business needs into functional solution designs, user stories, and configuration specifications.
- Oversaw system configuration, integration with core banking systems, and data migration strategy.
- Directed UAT planning, defect management, and go-live readiness activities.
- Partnered with IT, Salesforce developers, and vendor teams to ensure on-time delivery and

regulatory compliance.

- Led development and implementation of customer support strategies to enhance service delivery and satisfaction.
- Managed cross-functional teams to ensure alignment on customer support objectives and operational goals.
- Analyzed customer feedback data to identify trends, informing product improvement and service enhancements.
- Established training programs for support staff, fostering a culture of continuous learning and performance excellence.
- Collaborated with IT to optimize support tools, enhancing efficiency in ticket management and reporting systems.
- Developed metrics and KPIs to evaluate team performance, driving accountability and operational improvements.
- Spearheaded customer engagement initiatives that increased loyalty through proactive outreach and tailored solutions.
- Reduced response times for customer inquiries by optimizing support team workflows and utilizing efficient ticketing systems.
- Acted as a customer advocate within the organization, driving improvements in processes and product offerings based on direct feedback from clientele and support team insights.
- Empowered support staff through regular coaching sessions, career development opportunities, and performance evaluations that foster growth and personal success.
- Increased customer retention rates through proactive engagement, consistent follow-ups, and attentive issue resolution.
- Orchestrated seamless transitions during mergers or acquisitions involving customer support operations, ensuring minimal disruption to service levels and client experiences.
- Developed comprehensive training programs for support staff to ensure high-quality service delivery and continuous improvement.
- Enhanced customer satisfaction by implementing new support strategies and streamlining

communication processes.

- Maximized resource utilization by reallocating personnel based on workload assessments during peak periods or seasonal fluctuations in demand for assistance services.

2020-01 -
2021-03

Call Quality Analyst

ANYONE HOME IT SERVICES PVT LTD, PUNE, MH

- Optimized software reliability and internal infrastructure by implementing Automation Tools, ensuring cross-functional alignment between engineering and management.
- Coordinated a team of 4 analysts to Scale quality assurance processes, driving Change Management to align technical execution with executive business goals.
- Analyzed call recordings to assess compliance with quality standards and performance metrics.
- Developed training materials to enhance call handling techniques and customer interaction skills.
- Conducted regular audits of call quality, providing actionable feedback to improve agent performance.
- Facilitated training sessions for new analysts on quality assessment procedures and tools utilized.
- Implemented a feedback loop with agents, fostering an environment of continuous improvement in service delivery.
- Improved overall customer satisfaction by providing constructive feedback to call center agents.
- Conducted regular calibration sessions with peers and supervisors to ensure consistency in evaluation standards and scoring methodologies.
- Enhanced call quality by monitoring and evaluating customer interactions with agents.
- Developed comprehensive reports on agent performance, contributing to staff training and development initiatives.

2012-11 -
2019-10

Sr Lead Quality & Training

CONCENTRIX, PUNE, MH

- Scaled agent performance by 15% through strategic People Operations and quality initiatives, aligning middle management execution with executive vision.
- Led Change Management programs to accelerate onboarding by 20%, optimizing internal processes to support rapid organizational growth across contact centers.
- Partnered with senior leadership to manage Resource Planning for a team of 5, fostering a culture of continuous improvement and Strategic Planning.
- Optimized operational monitoring processes to reduce costs by 10%, utilizing Data Modeling to identify and resolve misalignment in cross-functional workflows.

2012 - 2012-
12

Payroll Executive

TITAN GS/ VELOCITY

- Maintained 99.9% accuracy in data processing, supporting Resource Planning and financial Business Operations for high-volume accounts.
- Coordinated data entry and identification processing for international customers, ensuring scalable infrastructure for account management and documentation.

Education

Bachelor of Business Administration: Business Administration

PUNE, MH

Certifications

Product Management - Learntube.AI (2026-01)