

MILAN JAIN

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📍 Ahmedabad, Gujarat, India

High Energy Professional with experience in managing Process and Operations Management targeting challenging assignments in Operations management in a growing and dynamic Organization



Profile Summary

- Post Graduate Diploma in Management (Finance) with experience of nearly 6 years in Back office Operations, Client Servicing, Analyst and 3 years as an Entrepreneur
- Resourceful in ensuring high quality customer experience, elevating customer satisfaction while adhering to the SLAs & Work Processes



Work Experience

May'16 Onwards

Vikalp Fashion – Ahmedabad as a Proprietor

Key Result Areas:

- Developed and built business of Garment and Garment Accessories from startup and established strong customer base
- Inventory Control by placing order for Cloth and Garment accessories like Hang Tags, Labels and Zippers to the respective companies
- Coordination with the Manufacturers/Dealers and Suppliers for Material
- Performing regular client visit and marketing of the products
- Managed all aspects of Accounting, GST returns and its filings

Dec'11 - April-16

Vodafone Shared Services India – Ahmedabad as an Executive

Department Wise Deputations:

Dec-11 to June-12 Junior Executive - One Net Express (UK Process)

July-12 to June-13 Junior Executive - One Net Express & Business Task (UK Process)

July-13 to April-16 Executive (Subject Matter Expert) - One Net Express, Business Task and Credit Administration (UK Process)

Key Result Areas:

- Lead Team Operations (15-30 employees) and manage Service Delivery, Quality Assurance, Client Management, Training & 'Turn Around Time' related functions
- Subject Matter Expert and advisor responsible for analyzing and implementation of AHT/ FTE Reduction Projects in LOB
- Spearheaded the automation of daily trackers for simplified reporting & developed the tracker to streamline the process results
- Responsible for Escalation Management (Internal / External Customers) in timely manner
- Coordinating with various Teams (UK Partners, Support Teams in VSSI & UK) as Workflow Specialist to ensure 100% SLA adherence with focus on Qualitative Order Processing
- Other Responsibilities Include –
 - Workflow Specialist & Quality Auditing
 - Team Management & Team Training
 - Employee Engagement
- Arranging & chairing weekly team meetings, focusing on targets & achievements

Jan-11 to Sept-11

L & T Finance Limited as an Executive

Key Result Areas:

- Creating project/company financial models and carrying out financial statement analysis
- Preparing credit assessment notes to enable sanction by approving authority
- Deal execution and project/ loan documentation
- Monitor client operations/key milestones/project cash flows and ensure timely repayments
- Responsible for networking in assigned territory
- Building and maintaining healthy relations with clients for referral business

June-10 to Dec-10

SNL Financial India Private Limited as an Analyst

(Now known as S&P Global Market Intelligence)

Key Result Areas:

- Process Financial data and apply it in an accurate manner to the database using technical and financial knowledge
- Collection, Standardization and validation of corporate annual, semi-annual or quarterly financial data from companies / published reports
- Deliver on pre-defined individual and team targets including delivering outcomes with quality and completion
- Provides input and ideas for new collection methods and product improvements related to the covered content sets
- Troubleshoots problems or issues and provide support to the team



Education

- PGDM (Finance) from Somlali Institute of Management Studies (AICTE), Ahmedabad in 2010
- B.Com from H.L. Institute of Commerce (Gujarat University), Ahmedabad in 2007
- HSC (Commerce Stream) from Seventh Day Adventist Higher Secondary School (ISC), Ahmedabad in 2004
- SSC (Science Stream) from Seventh Day Adventist Higher Secondary School (ICSE), Ahmedabad in 2002



Additional Activities and Skills

- Project Coordinator for Movement of HDPE Pipe Manufacturing unit from Hyderabad to Sanand (2018-2019)
- AMFI Registered Mutual fund Distributor (2010-2017)
- Workshop on Six Sigma Green Belt (CONCEPT BUSINESS EXCELLENCE PVT.LTD. - ASCB(E) Accreditation) (2014)
- Key Skills:
 - Conversant with MS Office (Word, PowerPoint & Excel)
 - Customer Relationship Management
 - Business Process Improvement
 - Communication Skills
 - Project Planning and Management
 - Team Training and Management