YOGRAJ KHANDELWAL

Operations Manager | PMP® Certified | Automation & process improvements | BPO Ops
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PROFESSIONAL SUMMARY

PMP-certified Operations and Service Delivery Manager with 16+ years running high-volume, multi-process operations across digital content, backend production, and customer support. Most recently owned end-to-end operations for a 120+ workforce — delivering ~65% operational cost reduction through automation, building a 57-partner vendor ecosystem in 6 months, and leading three technology implementations (ATS, CRM, workflow automation) from vendor selection through go-live. Six years managing Google's Knowledge Graph content operations at GlobalLogic. Proven at SLA stabilization, attrition control, client governance, and running transformation without disrupting live operations.

CORE COMPETENCIES

End-to-End Service Delivery | Multi-Process Operations | SLA / KPI Management & Stabilization | Client Governance & Reporting | Automation & Process Transformation | Vendor Selection, Onboarding & Management | Implementation Rollouts (UAT → Go-Live) | Workforce Planning & Capacity Management | Attrition & Shrinkage Control | Escalation Management & Service Recovery | Root Cause Analysis & Corrective Action | RAID & Milestone Governance | SOP Design | Cost Optimization | Performance Management

PROFESSIONAL EXPERIENCE

Family Business — Operations & Digital Setup **Jan 2025 – Present**

- Set up operations for a family-run business — established online presence, built order/inventory workflows, and defined day-to-day operating processes; completed PMP certification (Above Target rating) during this period.

Vaco Binary Semantics — Operations Manager **Aug 2023 – Feb 2025**

- Owned end-to-end operations for **80+ workforce** across multi-client backend production and customer support services.
- Reduced operating cost by **~65%** by leading design and rollout of an automated workflow replacing manual website-production queues — output scaled **233% (60 → 200 sites/month)**, turnaround cut from 4–5 days to under 8 hours, with zero headcount addition.
- Built a **57-partner vendor ecosystem within 6 months**, expanding delivery capacity and eliminating single-source dependency.
- Led end-to-end **ATS implementation** across 6 departments within ₹10L budget — vendor screening (30+), RFP-to-contract, deployment, and handover in 11 months with zero rollback; offer-letter error rate cut from **8% to 0.3%** at ~500 OLs/day.
- Implemented **CRM-integrated inbound calling platform** for a 40-agent team — AHT reduced from ~8 to ~5.5 min (31%), FCR improved from **62% to 78%** within 90 days, throughput up ~45% (equivalent to 13 FTE) with no added headcount.
- Stabilized SLA performance through weekly governance reviews, escalation tracking, and team-lead accountability frameworks; authored 25+ SOPs standardizing onboarding, implementation, and quality across distributed teams.
- Managed workforce allocation, shift planning, capacity balancing, and client escalation resolution across concurrent multi-client workflows.

Frontizo Business Services (Amazon) — Team Manager **Sep 2021 – Aug 2023**

- Delivered consistent SLA and quality targets across Amazon voice support operations managing **40+ agents**; reduced repeat customer escalations by **~30%** through structured root cause analysis and workflow redesign.
- Managed attrition, shrinkage, and productivity through targeted coaching, engagement programs, and performance improvement plans.

Concentrix — Assistant Manager **Mar 2020 – Sep 2021**

- Supervised multi-queue operations — SLA compliance, quality audits, calibration sessions, reporting governance, and compliance tracking.

Tech Mahindra — Team Leader **Sep 2019 – Mar 2020**

- Managed daily operations for 22 associates; improved resolution quality and time through structured coaching and performance reviews.

Jindal Intellicom — Team Leader **Dec 2018 – Sep 2019**

- Led 20+ agents and SME support; ran onboarding and training rollouts and service quality improvement initiatives.

GlobalLogic India Pvt. Ltd. — Senior Team Manager **Aug 2012 – Sep 2018**

- Managed **Google's Knowledge Graph content operations** for 6 years — new topic creation, topic lifecycle management, and content quality across **7 workflows with 150+ contributors**.
- Led quarterly roadmap reviews directly with Google stakeholders, aligning delivery priorities, capacity plans, and quality benchmarks.
- Maintained **0% attrition for 18 consecutive months** — a benchmark across the engagement; promoted 4 team leads into leadership roles through structured mentoring.
- Built SQL-based dashboards improving performance visibility across contributor teams and senior management; role concluded with program ramp-down at engagement close.

EARLY CAREER

Barclays Shared Services, Noida — Subject Matter Expert (2009 – 2012): Implemented reporting and training modules improving process standardization and audit compliance.

Dell International Services, Mohali — Subject Matter Expert (2005 – 2007): Led training rollouts, quality improvement initiatives, escalation resolution, and performance reporting.

CERTIFICATION & TOOLS

Project Management Professional (PMP®) — Project Management Institute (PMI)

JIRA | Confluence | Advanced Excel | Google Sheets | SQL (Basics) | SOP Design | Process Documentation | Lean Principles Operational Dashboards & Reporting