

SHAWN PINTO

Head of Operations | Senior Manager – Business Operations | Business Development | Head of Sales

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EXECUTIVE SUMMARY

Results-driven Operations and Business Leader with 23+ years of experience (18+ years in senior leadership) directing large-scale BPO, banking, financial services, technology, and EdTech operations across India, UAE, and global delivery environments. Proven record of leading organizations of 300 to 500+ FTEs, owning full P&L, and delivering multimillion-dollar revenue growth through operating model transformation, strategic account management, and commercial excellence. Core strengths include Operations Leadership, Service Delivery, Business Development, Sales Strategy, Customer Success, Revenue Operations, Workforce Planning, Lean Six Sigma process improvement, governance, and executive stakeholder management. Recognized for scaling operations, accelerating revenue growth, improving retention, and delivering measurable outcomes for global enterprises.

CORE COMPETENCIES

- Operations Leadership & P&L Management
- Business Development & Sales Strategy
- Head of Sales / Sales Leadership
- Customer Success & Retention
- Revenue Operations (RevOps)
- Strategic Account Management
- Service Delivery & SLA Governance
- BPO Operations (Voice & Non-Voice)
- Business Transformation & Change Management
- Workforce Planning & Capacity Management
- KPI, Performance & Budget Management
- Lean Six Sigma / Process Excellence
- Risk, Compliance & Governance
- Stakeholder & Client Relationship Management
- Digital Transformation & Automation
- CRM (Salesforce), Power BI, Jira, Business Intelligence

SELECTED EXECUTIVE ACHIEVEMENTS

- Generated approximately 40% of organizational revenue through strategic account expansion and customer success initiatives at Transcendix Partners.
- Delivered 30% business growth through workforce optimization and operating model transformation at Quickom Information Technology.
- Achieved 20% year-on-year sales growth through commercial strategy and market expansion at Edge Customs.
- Increased collections revenue by 58% (2005) and 110% (2006) in successive years at HSBC.
- Delivered £29.79M in collections performance for Lloyds TSB via IBM Daksh, achieving 104% year-on-year growth.
- Improved operational efficiency by 20% through Lean process re-engineering at ACW Holdings, Dubai.
- Grew a FOREX investment portfolio from \$10,000 to over \$100,000 through disciplined investment strategy at HST Futures International.
- Recognized as HSBC Top Talent; accredited as Credit & Risk Trainer, Quality Trainer, and Call Coach by HSBC UK.

PROFESSIONAL EXPERIENCE (23+ YEARS)

Head of Operations | MegaaOpes Solutions Pvt. Ltd. | *Bangalore, India*

September 2024 – May 2026

- Led end-to-end domestic and international BPO operations across voice, non-voice, collections, customer support, and back-office functions, covering 300+ FTEs across 15 processes.
- Directed operational strategy, service delivery, workforce planning, SLA governance, customer experience, profitability, and budget controls.
- Implemented KPI frameworks, operational dashboards, and performance governance mechanisms that improved decision-making and productivity.
- Drove automation and continuous improvement initiatives, including a Lean Six Sigma Yellow Belt project that reduced Average Handle Time (AHT) while maintaining quality and compliance standards.
- Partnered with senior stakeholders and global clients to strengthen customer retention, service quality, and account growth.

Global Lead Client Excellence & Account Management | Transcendix Partners LLP | *Bangalore, India*

February 2022 – January 2024

- Led global client engagement, customer success, strategic account management, and executive stakeholder relationships for an EdTech corporate training business.
- Generated approximately 40% of company revenue through account expansion, client retention, and commercial growth initiatives.
- Owned sales pipeline governance, forecasting, KPI dashboards, and executive business review (QBR) reporting.
- Improved productivity by 20% through workflow redesign, governance improvements, and project lifecycle optimization.
- Negotiated commercial contracts and closed enterprise deals while training and mentoring account management teams.

Deputy General Manager – India Operations | Quickom Information Technology Pvt. Ltd. | *Bangalore, India*

January 2019 – February 2021

- Directed 500+ FTE operations supporting collections, customer service, and business support functions.
- Delivered 30% business growth through workforce optimization, process improvement, and operating model redesign.
- Owned budgets, forecasting, capacity planning, recruitment, and KPI governance.
- Established governance frameworks and operational controls that improved accountability, profitability, and scalability.
- Engaged clients on performance reviews, risk assessment, and growth forecasting.

Head of Sales & Marketing | Edge Customs | *Bangalore, India*

August 2014 – December 2018

- Delivered 20% year-on-year sales growth through data-driven commercial strategy and market expansion.
- Led business development, sales pipeline management, forecasting, and customer relationship management.
- Built strategic partnerships and alliances that expanded revenue opportunities and strengthened market positioning.
- Directed financial controls and business planning to support profitable growth.
- Improved customer satisfaction and retention through consultative selling and service excellence.

Manager – HR Transformation & Implementation | Capgemini India Pvt. Ltd. | *Kolkata, India*

March 2013 – June 2014

- Supported enterprise HR transformation and target operating model design for global clients.
- Conducted process mapping, FTE analysis, Lean gap analysis, and change-impact assessments.
- Partnered with transition leads and solution architects to implement transformation roadmaps.

Channel Partner | HST Futures International Limited | *Bangalore, India*

October 2010 – February 2013

- Managed FOREX investment portfolios for domestic and international investors.
- Grew portfolio value from \$10,000 to over \$100,000 through disciplined market analysis and risk management.
- Expanded international client relationships and investment advisory services.

Senior Manager – Operations | ACW Holdings LLC (Dubai Properties) | Dubai, UAE

May 2008 – February 2010

- Established Collections operations, governance frameworks, and quality/process workflows for a 300+ FTE function.
- Re-engineered collections workflows, improving efficiency and revenue generation by 20%.
- Built training, quality, and service delivery frameworks supporting operational growth.

Senior Manager – Operations (Lloyds TSB Bank Collections) | IBM Daksh India Pvt. Ltd. | Bangalore, India

February 2007 – March 2008

- Led Lloyds TSB (UK) collections operations and continuous improvement programs.
- Delivered £29.79M in collections performance, representing 104% growth over the prior year.
- Implemented Six Sigma (DMAIC) projects that improved recovery and operational effectiveness.

Manager – Operations (HSBC UK Credit Card Collections) | HSBC HDPI India Pvt. Ltd. | Bangalore, India

September 2002 – January 2007

- Led UK credit card collections operations, performance management, compliance, quality, and customer outcomes.
- Increased collections revenue by 58% (2005) and 110% (2006).
- Accredited by HSBC UK as Credit & Risk Trainer, Quality Trainer, and Call Coach; recognized within HSBC's Top Talent pool.

Assistant Team Leader/SME | Mphasis India Pvt. Ltd. | Bangalore, India

June 2001 – August 2002

- Led a 15-member customer service team supporting Capital One US credit card customers.
- Managed coaching, escalation handling, quality monitoring, and performance improvement.

TRANSFORMATION PROJECTS

- **Lean Six Sigma Green Belt Project – IBM Daksh**
Applied DMAIC methodology to streamline collections workflows, reduce cycle time, and improve recovery effectiveness.
- **Lean Six Sigma Yellow Belt Project – MegaaOpes Solutions**
Reduced Average Handle Time (AHT) through root-cause analysis and process optimization while maintaining quality and compliance standards

EDUCATION

- PGDM – Digital Marketing, Purdue University (via Simplilearn)
- Bachelor of Commerce (B. Com), Ashcroft University
- PRINCE2 Project Management, Alison University
- Diploma in Tool & Die Making, Government Tool Room and Training Centre

CERTIFICATIONS

- PRINCE2 Project Management | Certified Scrum Master | Lean Six Sigma (Green Belt & Yellow Belt)
- Salesforce CRM | Power BI | Jira | Business Intelligence | Digital Marketing | Generative AI (ChatGPT, Gemini, Claude, Jasper, Lovable, Midjourney)

TECHNICAL SKILLS

- Salesforce | Power BI | Jira | CRM Platforms | KPI Dashboards | Workforce Management Systems | Business Intelligence & Analytics | MS Office Suite

LANGUAGES

- English (Full Professional Proficiency) | Hindi (Professional Working Proficiency) | Tamil (Elementary)