

SHAWN PINTO

HEAD OF OPERATIONS | BUSINESS OPERATIONS | COMMERCIAL GROWTH | TRANSFORMATION

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EXECUTIVE PROFILE

Operations and business transformation leader with 23+ years of experience, including 18+ years in senior leadership, leading high-volume contact center, BPO/BPM, customer operations, collections, sales and business support environments across India, UAE and global delivery models. Proven record of leading 300–500+ FTE organizations, owning P&L and budgets, growing revenue, improving productivity and retention, strengthening client relationships, and translating operational complexity into measurable business outcomes. Combines customer-centric leadership, commercial discipline, workforce optimization, Lean Six Sigma, analytics, AI/automation and executive stakeholder management to build scalable, high-performing operations.

23+ Years	500+ FTEs led	~40% Revenue contribution	£29.79M Collections performance	30% Business growth
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LEADERSHIP VALUE

- Scale & execution — 300–500+ FTE operations across voice, non-voice, collections, customer support and back-office environments.
- Commercial leadership — business development, strategic account management, RevOps, pipeline governance, forecasting and retention.
- Transformation — operating-model redesign, Lean Six Sigma, automation, KPI dashboards and data-led performance management.
- People leadership — building managers, coaching high-potential talent, strengthening accountability and creating performance cultures.
- Enterprise governance — P&L, workforce planning, SLA governance, risk, compliance, quality and executive stakeholder management.

CORE COMPETENCIES

- Contact Center Operations | BPO / BPM Operations | Customer Operations | Customer Service
- Telesales & Outbound Sales | Inbound & Outbound Operations | Target-Driven Operations
- Revenue & Conversion Management | P&L Management | Cost Optimization | Operational Efficiency
- Large-Team Leadership | Workforce Management | Capacity Planning | Attrition Management
- Shrinkage Management & Control | Productivity Management | CSAT | Quality Management
- KPI & SLA Governance | Budgeting & Forecasting | Vendor Management | Client Management
- Customer Retention | Customer Success | Process Improvement | Operational Excellence
- Lean Six Sigma / DMAIC | Root-Cause Analysis | Corrective Actions | Risk & Compliance
- AI & Automation | Analytics & Business Intelligence | Digital Transformation
- Cross-Functional Leadership | Executive Stakeholder Management | Commercial Strategy

SELECTED BUSINESS IMPACT

- Generated approximately 40% of organizational revenue at Transcendix through strategic account expansion, client retention and commercial growth.
- Delivered 30% business growth at Quickom through workforce optimization, process improvement and operating-model redesign.
- Achieved 20% year-on-year sales growth at Edge Customs through data-driven commercial strategy, market expansion and partnerships.
- Increased HSBC collections revenue by 58% in 2005 and 110% in 2006.
- Delivered £29.79M in Lloyds TSB collections performance via IBM Daksh, representing 104% year-on-year growth.
- Improved efficiency and revenue generation by 20% at ACW Holdings through collections workflow re-engineering.
- Grew a FOREX portfolio from \$10,000 to over \$100,000 through disciplined market analysis and risk management.
- At MegaaOpes, reduced attrition by 25% and achieved 95%+ client satisfaction in executive reviews through stronger people and client governance.

PROFESSIONAL EXPERIENCE

HEAD OF OPERATIONS | MegaaOpes Solutions Pvt. Ltd. | Bangalore, India | Sep 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.
- Owned P&L, operational strategy, service delivery, workforce planning, billable utilization, SLA governance, customer experience, profitability and budget controls.
- Implemented KPI dashboards, performance governance and productivity controls to improve decision-making, accountability and operational efficiency.
- Led Lean Six Sigma Yellow Belt improvement and automation initiatives to reduce AHT while maintaining quality and compliance.
- Strengthened client retention and service quality through executive reviews, transparent reporting, structured corrective actions and stakeholder engagement.
- Developed managers and teams through coaching, recognition, skip-level engagement and career pathways; reduced attrition by 25%.

GLOBAL LEAD — CLIENT EXCELLENCE & ACCOUNT MANAGEMENT | Transcendix Partners LLP | Bangalore, India | Feb 2022 – Jan 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, retention and commercial growth initiatives.
- Owned sales pipeline governance, forecasting, CRM/KPI dashboards and executive QBR reporting.
- Improved productivity by 20% through workflow redesign, governance improvements and project lifecycle optimization.
- Negotiated commercial contracts, closed enterprise opportunities and coached account management teams in consultative client engagement.

DEPUTY GENERAL MANAGER — INDIA OPERATIONS | Quickom Information Technology Pvt. Ltd. | Bangalore, India | Jan 2019 – Feb 2021

- Directed 500+ FTE operations across collections, customer service and business support functions.
- Owned budgets, forecasting, capacity planning, workforce utilization, recruitment, KPI governance and operating controls.
- Delivered 30% business growth through workforce optimization, process improvement and operating-model redesign.
- Challenged across-the-board headcount cuts using data-backed capacity models and proposed workflow optimization, shift realignment and automation to protect SLAs and profitability.
- Established governance frameworks that improved accountability, scalability and client performance management.

HEAD OF SALES & MARKETING | Edge Customs | Bangalore, India | Aug 2014 – Dec 2018

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

MANAGER — HR TRANSFORMATION & IMPLEMENTATION | Capgemini India Pvt. Ltd. | Kolkata, India | Mar 2013 – Jun 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.
- Identified process duplication, rework and idle time and contributed to operating-model and automation initiatives.

CHANNEL PARTNER | HST Futures International Limited | Bangalore, India | Oct 2010 – Feb 2013

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

SENIOR MANAGER — OPERATIONS | ACW Holdings LLC (Dubai Properties) | Dubai, UAE | May 2008 – Feb 2010

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

SENIOR MANAGER — OPERATIONS (LLOYDS TSB BANK COLLECTIONS) | IBM Daksh India Pvt. Ltd. | Bangalore, India | Feb 2007 – Mar 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 to improve recovery, cycle time and operational effectiveness.

MANAGER — OPERATIONS (HSBC UK CREDIT CARD COLLECTIONS) | HSBC HDPI India Pvt. Ltd. | Bangalore, India | Sep 2002 – Jan 2007

- Led UK credit card collections operations, performance management, compliance, quality and customer outcomes.
- Increased collections revenue by 58% in 2005 and 110% in 2006.
- Accredited by HSBC UK as Credit & Risk Trainer, Quality Trainer and Call Coach; recognized within HSBC's Top Talent pool.
- Used call-log, dialer and payment-promise analysis to identify root causes and improve recovery performance.

ASSISTANT TEAM LEADER / SME | Mphasis India Pvt. Ltd. | Bangalore, India | Jun 2001 – Aug 2002

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

LEADERSHIP & TRANSFORMATION SIGNATURE

How I lead: Customer-first. Data-led. Accountable. People-centered. I challenge decisions respectfully when the evidence calls for it, then commit fully once direction is set. I stay close to operational detail while keeping sight of the commercial outcome.

CUSTOMER & CLIENT	PEOPLE & CULTURE	PERFORMANCE & TRANSFORMATION
QBRs • client health • retention • account expansion • consultative engagement	manager development • coaching • recognition • succession • accountability	Lean Six Sigma • automation • workforce optimization • KPI governance • operating model

TRANSFORMATION & DIGITAL CAPABILITY

- Lean Six Sigma Green Belt — IBM Daksh: DMAIC applied to collections workflows to reduce cycle time and improve recovery effectiveness.
- Lean Six Sigma Yellow Belt — MegaaOpes: root-cause analysis and process optimization to reduce AHT while maintaining quality and compliance.
- AI & Automation | Analytics & Business Intelligence | Power BI | Salesforce CRM | Jira | KPI Dashboards | Digital Transformation.
- PRINCE2 Project Management | Certified Scrum Master.

EDUCATION & CERTIFICATIONS

- PGDM — Digital Marketing, Purdue University (via Simplilearn) | Bachelor of Commerce (B.Com), Ashcroft University
- Diploma in Tool & Die Making, Government Tool Room and Training Centre
- Lean Six Sigma Green Belt & Yellow Belt | PRINCE2 Project Management | Certified Scrum Master
- Salesforce CRM | Power BI | Jira | Business Intelligence | Digital Marketing
- Generative AI: ChatGPT, Gemini, Claude, Jasper, Lovable, Midjourney

TECHNICAL & BUSINESS TOOLKIT

Operations & Analytics: P&L | Workforce Management | KPI Dashboards | Power BI | Business Intelligence | Capacity Planning | SLA Governance
Commercial: Revenue Operations | CRM | Salesforce | Pipeline Governance | Forecasting | Strategic Accounts | Customer Success
Transformation: Lean Six Sigma | DMAIC | Process Mapping | Automation | Change Management | Operating Model Design | Jira

TARGET LEADERSHIP MANDATES

Head of Operations | Senior Operations Manager | Business Operations Leader | Global Delivery Leader | Operations & Transformation Leader | Head of Sales / Commercial Operations | Customer Operations Leader | Client & Account Leadership

Open to leadership mandates across India, UAE and global delivery environments.