

EXECUTIVE BIO

Shawn Pinto

Head of Operations | BPO & Customer Operations | Business Transformation

I bring 23+ years in operations and business transformation, with 600+ FTE leadership at Quickom and ₹3.6 crore in combined annual operating cost savings across Quickom and MegaaOpes, to Head of Operations, Business Operations and Business Transformation mandates.

Target mandates: Associate Director of Operations · Head of Operations · Business Operations · Business Transformation

Location & availability: Bangalore, India · Immediate joiner

Work preference: Across India & globally · Remote / Hybrid / Onsite

CV-BACKED OPERATING RESULTS

Quickom — 600+ FTE leadership; 30% business growth; ₹2.3 crore annual operating cost savings (15.3%); 95% annual average SLA attainment.

Source: Executive CV, p. 2.

MegaaOpes Solutions — 300+ FTE workforce; ₹1.3 crore annual operating cost savings (13%); 25% attrition reduction; domestic/international SLAs improved to 92% / 95%.

Source: Executive CV, p. 1.

IBM Daksh · Lloyds TSB — £29.79M in collections, 104% year-on-year growth; process SLA improved from 60% to 94% in 12 months.

Source: Executive CV, p. 3.

Transcendix Partners — Approximately 40% of company revenue contributed through strategic account leadership; 20% productivity improvement.

Source: Executive CV, p. 2.

OPERATING APPROACH

Workforce and capacity planning · SLA/KPI governance · Lean Six Sigma / DMAIC · Process redesign · Manager development · Analytics and technology-enabled improvement

LEADERSHIP ENDORSEMENTS

“Shawn always had that very composed demeanour no matter how impossible the situation was giving that all needed hope to his team and stakeholders that the task is achievable.”

Shibin Kumar · Head of Projects and Global Growth · Wilton Weavers Pvt Ltd

“I would highly recommend working with Shawn for his professionalism, leadership, and collaborative approach.”

Ranjith Haridass · Strategic Account & Project Management Leader | Six Sigma Green Belt | Driving Process Excellence, SLA Governance & Client Growth

CONTACT & FULL EVIDENCE

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<https://shawn-cv.live/> · Full CV, case studies and complete endorsements

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