

PRADOSH S RAO

MIDDLE MANAGEMENT PROFESSIONAL

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Visa: Valid USA B1/B2 | 2027

An astute and results-driven Senior Management Professional with over two decades of success in operational leadership, business process reengineering. Administering large-scale transformation initiatives, process automation, risk mitigation strategies, and workforce optimization across global delivery environments. Leading complex engagements across domains such as Accounts Payable/Receivable, Financial Operations, Process Transition, and Client Relationship Management. Recognized for building high-performance teams, driving KPI improvements, enhancing service delivery models, and implementing lean operational frameworks. Currently advancing project management capabilities through PMP certification to expand impact within IT, Healthcare, and Technology-aligned roles with proven track record of managing high budget portfolios, spearheading strategic initiatives, and aligning operational deliverables with overarching business objectives.

SKILL MATRIX

Strategic Operations Management | Process Re-engineering & Six Sigma Practices | Mergers & Acquisitions | P&L & Budget Ownership | Accounts Payable/Receivable Management | Cross-functional Team Leadership | Business Continuity & SLA Governance | Stakeholder & Change Management | Risk Assessment & Mitigation Strategies | Escalation Governance & Compliance Audits | Capacity Planning & Workforce Realignment | Digital Transformation & Process Automation | Lean Methodology & Gap Analysis | Client Engagement & Global Transitions | Data Analytics (MIS, KPI, SLA Reports)

PROFILE SUMMARY

- Excellent in architecting enterprise-level operational strategies, aligning business objectives with executional capabilities through structured governance, scalable workflows, and transformation-driven operating models
- Fostering collaborative ecosystems across executive stakeholders, interdepartmental teams, and global clients, ensuring synchronized operational delivery, conflict resolution, and executive reporting within dynamic business environments
- Skilled in deploying performance management frameworks, workforce optimization protocols, and talent utilization strategies to streamline service delivery, boost internal agility, and drive continuous improvement across multi-domain operations
- Proficient in instituting internal control systems, risk containment matrices, and audit-readiness processes to reinforce compliance standards, mitigate operational liabilities, and fortify enterprise resilience under regulatory mandates
- Specialized in designing and executing high-impact change management initiatives and process reengineering frameworks, leveraging gap analysis, capability mapping, and workflow automation to embed sustainable operational excellence
- Possesses strong command over leadership lifecycle strategies, including career pathing, engagement modeling, and behavioral coaching to cultivate high-performing teams, nurture future leaders, and embed a culture of accountability and innovation

TECHNICAL SKILLS

SAP | Oracle Financials | QuickBooks | Zoho Finance | MS Excel (Advanced) | MS Project | ServiceNow | Jira |

PROFESSIONAL EXPERIENCE

Meta 16 Labs Healthcare – Bengaluru, India

Account Manager Finance | Feb'25 – Present | Key Result Areas:

Leading operational finance transformation and client engagement strategy in a mid-sized healthcare firm

- Devised robust tracking methodologies to monitor project milestones, aligning deliverables with strategic timelines and budgets
- Spearheaded end-to-end invoice lifecycle management, optimizing collections, approvals, and reconciliation to ensure zero overdue balances
- Cultivated high-impact client relationships by functioning as a primary liaison between stakeholders, delivery teams, and executive leadership
- Conducted transactional audits to identify procedural inefficiencies, enhancing financial transparency and compliance
- Partnered with interdepartmental stakeholders to resolve invoice disputes, ensuring continuity of operations and stakeholder satisfaction

Oracle India Pvt Ltd – Bengaluru, India

Operations Manager | Aug'11 – Sep'24 | Key Result Areas:

Strategic Focus: Business Optimization | Talent Development | Financial Process Management | Client Delivery

- Pioneered multiple process optimization initiatives, achieving up to 15% improvement in operational throughput through standardization, automation, and resource realignment
- Directed Accounts Receivable operations for global clients, managing large-scale E-invoicing initiatives and ensuring compliance with statutory frameworks
- Played a pivotal role in Mergers and Acquisitions by managing operational integration, aligning legacy processes with new business models, and supporting due diligence activities to facilitate smooth post-merger transitions
- Developed and institutionalized performance management systems to drive accountability, productivity, and team morale across functions

- Acted as a strategic advisor to leadership on employee engagement programs, drastically reducing attrition by over 20% through culture-based interventions
- Designed scalable models for capacity planning, ensuring effective workforce deployment during business transitions and peak operational demands
- Created comprehensive SOP documentation and knowledge repositories, enhancing training effectiveness and onboarding timelines
- Delivered advanced analytics dashboards (Daily/Weekly/Monthly) to inform decision-making at the leadership level, ensuring a data-driven governance structure
- Managed critical process transitions with minimal service disruption, facilitating seamless migration of services across geographies
- Standardized reporting processes across global operations, improving accuracy and stakeholder visibility by 30%
- Implemented Lean Six Sigma methodologies, contributing to a significant reduction in cycle times and operational delays
- Successfully delivered organizational initiatives in career progression, fostering a high-performance culture across delivery centers

First American India (FAI) – Bengaluru, India

Assistant Manager – Operations & Finance | Mar’04 – Jul’11 | Key Result Areas:

- Directed large-scale AP operations, including PO matching, vendor payment cycles, reconciliations, and compliance with US GAAP standards
- Drafted and managed insurance contracts for clients across Canada, the US, and the UK, ensuring compliance with regional regulations and alignment with corporate policies
- Played an integral role in monthly closing and MIS reporting, facilitating accurate and timely reporting to corporate headquarters
- Partnered with the Industrial Engineering team to perform Time & Motion Studies, significantly enhancing measurable KPIs and eliminating process bottlenecks
- Implemented robust quality assurance frameworks and set up a dedicated internal Quality Control (QC) team, reducing operational errors by 20%
- Introduced job instruction breakdowns and detailed SOPs, ensuring procedural clarity and minimizing deviations during audits and reviews
- Rolled out an internal audit program aligned with global audit standards, significantly enhancing operational transparency and risk mitigation
- Played a critical role in vendor relationship management, improving satisfaction metrics and turnaround time in issue resolution by over 25%, further initiated career pathing programs, ensuring succession planning and reducing management-level attrition

EDUCATION

- ❖ **MBA – Finance & Production/Operations Management**
Swami Vivekananda University | 2022
- ❖ **Bachelor of Science – Computer Applications**
BHS FG College, Bangalore University | 2007
- ❖ **Pre-University** - PES College, Bangalore | 2000
- ❖ **SSLC** - Auden Public School, Bangalore | 1998

CERTIFICATIONS & TRAINING

- 🚩 **PMP Certification** – In Progress | Simplilearn
- 🚩 **Fundamentals of Project Management** – SKIL Institute
- 🚩 **Training Within the Industry (TWI)** – Leadership and Standard Work
- 🚩 **Certified Lean Practitioner** – (Pending)
- 🚩 **Negotiation Skills Certification**
- 🚩 **Communication Skills at Work place Certification**

INTERNATIONAL EXPOSURE

Successfully traveled to the United States twice to lead critical project migration initiatives, ensuring seamless knowledge transfer, process stabilization, and minimal business disruption during transition phases