PROFILE

A seasoned professional with over 20+ years of experience in Vendor Management, Procurement and Third-party Risk & Governance, Contact Centre Operations &Training with global MNC's in Aviation and Banking. Proven ability in managing mid to large teams, cross-functional collaboration, stakeholder management to establish and nurture successful relationships, enhance performance & ensure compliance to regulatory requirements, while leading continuous improvement projects.

CONTACT INFORMATION:

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EDUCATION:

Bachelor Of Arts (Psychology Major)
Mumbai University

CERTIFICATION:

Global Vendor Management Program
[Bank of America]

IPSCMI- USA- CIPP, CIPM
[Certified International Procurement Management]

IPSCMI- USA- CIVM
[Certified International Vendor Management]

KEY ACHIEVEMENTS:

- Front-ended and successfully completed several audits for the Vendor Management function, including the Federal – OCC audit.

- Received several Awards and Recognitions for my contributions to highly successful projects in the Vendor Management space, People excellence & Operational excellence.

SRESHTA SURYAVANSHI

VENDOR MANAGEMENT & THIRD-PARTY GOVERNANCE

SKILLS

Vendor Management | Procurement | Strategic Sourcing | Third-party Risk Management (TPRM)| Vendor Compliance | Contract Management | Negotiations | Vendor On-boarding | Vendor Rationalization | RFP & Supplier Selection | Vendor Performance Evaluation | Risk Assessments & Audits | Regulatory Compliance | Performance Management | Process Improvement | Stakeholder Management | Team Management | Operations Management | Customer Service | People Development | Cross-functional Collaboration | Training | Skill enhancement.

PROFESSIONAL SUMMARY

Bank of America, Assistant Vice President - Vendor Management & Governance
February 2010 – Current | Tenure – 15 Years 3 Months
- Spearheaded several strategic vendor management initiatives and projects for the Function. (Vendor Optimization, Contract Administration and Compliance to (DPDPA).
- Review and manage contractual performance and KPIs/SLAs for 35+ vendors.
- Manage Governance Routines, Vendor level quality plans and Supplier Risk Assessments.
- Vendor Consolidation of 10% in 2024, 9% in 2022-23 and 9% in 2021 ensuring improved efficiency, reduction in cost and efficient Risk Management.

Bank of America, Senior Manager / Manager – Vendor Management & Governance (Non IT)
- Led End-to- End Vendor lifecycle management for 35 + suppliers.
- Accountable for initiating and managing RFP's (through Ariba, GEP Smart), Supplier Due Diligence, Spend Analysis, Market intelligence, Supplier Evaluation and Selection, Contract Management, Contract compliance, Vendor Onboarding, Third Party risk and Cyber Assurance Assessments, Vendor rationalization and Optimization.

Bank of America, Assistant Manager/Team Lead – Vendor Management (IT)
- Vendor Management and Governance for strategic IT vendors across multiple areas by closely liaising with cross-functional teams to address flexible staffing needs and other co-location engagements for PAN India locations

Bank of America, Team Leader –Operations & Training (Mortgage Collections)
- Led a 45-member Mortgage operations team in achieving SLA's, maintaining compliance, and driving operational excellence in mortgage collections.
- Single Point of Contact for End-to-End Operations & Training Support requirements.
- Set up & monitor performance improvement routines such as TNI Analysis, Bottom Quartile Management, Process Update Training & CSAT Training.

Etihad Airways, Operations Supervisor (UK/AUS)
May 2008 – January 2010 | Tenure – 1 Year 8 Months
- End-to-End management of the Mumbai Contact Center Operations (Training, New Hire certifications, SLA & Performance Management, CSAT & VOC, Grievance handling & Reports)
- Led a 30-member Ticketing, Reservations, and Operations team for UK and Australian markets.
- Instrumental in refining KPI's and establishing a comprehensive framework that aligns with the airline's strategic objectives.
- Ensure optimal resource allocation and workforce planning to meet business demands
- Trained 14 batches in Mumbai & Abu Dhabi, significantly enhancing their operational proficiency.

Wipro BPO, Team Leader – Operations & Training -Delta Airlines
February 2003 – May 2008 | Tenure – 5 Years 3 Months
- Led a team of 22 CSA's and oversaw the operations for Sky miles & Baggage for Delta Airlines
- Worked closely with internal and external stakeholders to meet service level agreements (SLAs) and customer expectations.
- Client Certified Process Trainer for 26 batches across Mumbai & Pune.