

Yash Chopra

Delivery Head - IT/ITES

Digital Transformation & Delivery Leader with 11+ years of experience driving **Automation, Product Development, and Process Excellence**.

Currently **leading IT/ITES delivery**, I have delivered 47+ projects and launched multiple SaaS products, enabling scalable solutions and multi-crore business impact through **RPA, AI/ML, and analytics**.

Expert in **Lean Six Sigma, Agile, and end-to-end project delivery** —specializing in identifying opportunities, building business cases, and driving successful implementation with strong stakeholder alignment.

Passionate about leveraging technology to solve complex problems, enhance efficiency, and deliver measurable business outcomes.



Contact

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Websites, Portfolios, Profiles

- www.linkedin.com/in/yashchopra-a4733468



SKILLS

- Leadership in GCC initiatives
- Industry 4.0 solutions



EXPERIENCE

2021-07 -
Current

Delivery Head - IT/ITES

Welspun Transformation Services Pvt. Ltd., Ahmedabad, Gujarat

Leading enterprise-wide delivery across IT/ITES, Shared Services, and Smart Factory transformation programs for group companies.

Key Responsibilities & Impact:

- Driving GCC strategy, operating model, and governance aligned with business objectives
- Delivered 47+ enterprise programs including 5 SaaS products across AI, RPA, Analytics, and Digital platforms
- Achieved ₹13+ Cr cost savings through automation, process optimization, and digital transformation initiatives
- Established SLA/KPI governance frameworks, improving service efficiency, quality, and business outcomes
- Spearheading Smart Factory initiatives leveraging AI/ML for predictive analytics and quality improvement
- Leading cross-functional teams across IT, business, and operations ensuring seamless execution
- Managing stakeholders, budgets, and vendors for large-scale transformation programs
- Driving Lean Six Sigma and Agile practices to enable continuous improvement and delivery excellence

Key Areas:

Digital Transformation | GCC Operations | AI/ML | RPA | Smart Factory | Shared Services | Program Management

2020-09 -
2021-07

Training & Quality Manager

Mas Callnet India Pvt. Ltd, Noida, Uttar Pradesh

- Led quality initiatives to ensure compliance and continuous process improvement.
- Identified process gaps and implemented CAPA to address root causes.
- Delivered FTD, MTD, QTD, and YTD reports with actionable performance insights.
- Analyzed trends to guide strategic decisions and drive operational improvement.

- Budget oversight and compliance
- Enterprise project management
- Strategic program execution
- Digital strategy development
- Stakeholder collaboration
- Lean Six Sigma methodology

2019-08 - 2020-09

2017-01 - 2019-07

2015-06 - 2017-01

2013-04 - 2015-06

2013-07

2010-04

2007-06

- Conducted regular reviews with stakeholders to align on performance and improvements.
- Partnered with operations to enhance efficiency.

Deputy Manager - Quality

VFS Global, Mumbai, Maharashtra

- Managed a centralized portal for ideation, LSS projects, and best practices across regions.
- Oversaw project lifecycles to ensure timely execution and value delivery.
- Mentored teams through improvement initiatives, driving hard and soft benefits.
- Conducted audits to assess service quality and enhance customer experience.

Assistant Manager - Quality

Vodafone Global Services, Pune, Maharashtra

- Oversaw 24/7 global operations for Vodafone Group's outsourcing project, ensuring high-quality service across time zones.
- Consistently achieved service levels, productivity, and quality benchmarks.
- Gained deep process knowledge to drive efficiency and improvement.
- Managed and maintained up-to-date project documentation aligned with business and client needs.

Quality Assurance Team Lead

WNS Global Services, Pune, Maharashtra

- Led a Yellow Belt project that improved process accuracy and reduced penalty costs.
- Trained and mentored Contact Centre teams, boosting CSAT scores.
- Delivered targeted training to enhance frontline service quality.
- Conducted process mapping and FMEA to identify inefficiencies and risks.
- Delivered LSS training and guided improvement project execution.

Senior Executive

MAERSK GLOBAL SERVICES, Pune, Maharashtra

- Managed accurate, timely customer invoicing and resolved billing issues.
- Analyzed monthly and YTD revenue reports to support strategic decisions.
- Prepared aging reports to track receivables and reduce overdue accounts.
- Conducted regular bank reconciliations to ensure financial accuracy.



Personal Details

Date of Birth: 02-02-1989

Nationality: Indian



PROJECTS

AI Projects

WEL-HIRE - Skill Assessment with AI
WEL-SMART- Predict Commodity
Prediction AI_ML Prediction
AI Based Quality Rejection Model

Data Analytics

Customer Sentiment Analysis
Image Analytics
Universal Document Search
Engine

RPA

Customer Invoice Automation
GRIR Automation
Automation of Vendor Clearing
TDS Automation

Product Development

Partner/Supplier Portal
Expense Management Portal
AI enabled Invoice Processing
Tool/Touch less
Visitor Management Application
Compliance Management Portal
Minutes of the Meeting Tool



Education

MBA: Business Management

Sinhgad Institute of Management - Pune

BBA: Business Management

IPS Academy - Indore

Higher Secondary: CBSE

Power BI

End-End SLA & KPI Digitalization - GCC

Finance Dashboard
Sales Dashboard

CHATBOT

HRMS Portal Integration
CHATGPT Integration
What's app Chatbot
Integration with ERP like SAP, Oracle
Integration with Microsoft Teams

Mobile App Development

Android/ios



AWARDS

- Excellence in Executive Presence - Future Leadership Program,
- Employee of the Year - IT/ITES,
- WEL-Value Award for outstanding performance,
- Shine Award for Excellence in Capacity Planning,
- Awarded as a "League of champions",
- WEL-Value Award for outstanding performance Q1,
- Shine Award for excellence in Capacity Planning,
- Awarded as a 'League of champions'

Maharishi Vidya Mandir - Bhopal

2005-04

Senior Secondary: CBSE

Maharishi Vidya Mandir - Bhopal



Accomplishments

- Excellence in Executive Presence - Future Leadership Program
- Employee of the Year - IT/ITES
- WEL-Value Award for outstanding performance
- Shine Award for Excellence in Capacity Planning
- Awarded as a "League of champions"
- WEL-Value Award for outstanding performance Q1
- Shine Award for excellence in Capacity Planning
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Certifications

- Lean Six Sigma Black Belt Certification
- Lean Six Sigma Green Belt Certification
- Certified Scrum Product Owner (CSPO)
- ISO 14001:2015 Internal Auditor - Quality Certification
- ISO 45001:2018 Internal Auditor - Quality Certification
- ISO 9001:2015 Internal Auditor - Quality Certification
- Project Management Certification - (PMP)
- Future Leader Program - SDA Bocconi
- Agile Certified