

BHASKAR D.V.

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Executive Bio

PROFESSIONAL OVERVIEW

Bhaskar D.V. is a seasoned Senior Program and Operations Leader with 16 years of progressive experience in driving large-scale transformation, global program delivery, and operational excellence across enterprise and technology environments. He has consistently demonstrated the ability to lead complex, multi-regional initiatives impacting over 200,000 users, delivering measurable business outcomes through data-driven governance, process optimization, and automation. Throughout his career, Bhaskar has exemplified strategic vision and execution excellence, ensuring alignment across stakeholders, technology teams, and business functions while fostering a culture of high performance and accountability.

GLOBAL PROGRAM LEADERSHIP & TRANSFORMATION EXPERTISE

Bhaskar has a proven track record of leading global programs across India, the US, and APAC, managing cross-functional teams spanning operations, technology, and product functions. He excels in orchestrating transformation initiatives that improve operational efficiency, implement scalable governance frameworks, and enhance workforce capabilities. His expertise includes the design and execution of analytics-driven dashboards, KPI frameworks, and executive reporting, which empower leadership teams to make informed strategic decisions. Bhaskar has consistently driven process standardization, workflow optimization, and automation, resulting in measurable gains in productivity, compliance, and operational agility.

OPERATIONAL EXCELLENCE & PROCESS OPTIMIZATION

Throughout his career, Bhaskar has demonstrated excellence in streamlining operations and implementing continuous improvement initiatives. He has led automation initiatives using advanced technologies such as Microsoft Power Platform and AI-assisted analytics, optimizing reporting, productivity, and operational workflows. By leveraging data-driven insights, he has improved SLA visibility, enhanced decision-making, and delivered tangible business benefits. His approach to risk management, escalation handling, and compliance oversight ensures smooth program execution and mitigates operational challenges, even in high-stakes, global environments.

LEADERSHIP, STAKEHOLDER & CHANGE MANAGEMENT

Bhaskar is recognized for his ability to align diverse stakeholders, including executive leadership, vendors, partners, and global teams, ensuring cohesive program delivery. He has led workforce and capability transformation initiatives, enhancing skills and enabling digital adoption across complex organizations. Bhaskar's expertise in change enablement ensures smooth transitions during technology rollouts, process transformations, and business-critical initiatives. His strong communication, collaboration, and conflict-resolution skills allow him to influence decisions, resolve challenges effectively, and maintain organizational alignment across functions and geographies.

STRATEGIC DATA & TECHNOLOGY ENABLEMENT

Bhaskar combines deep technical proficiency with strategic vision to deliver technology-enabled solutions that drive operational excellence. He is adept at leveraging Power BI, SQL, Azure DevOps, Jira, Microsoft Dynamics 365, and AI-driven tools to improve program visibility, automate reporting, and enhance productivity. He also possesses expertise in learning and capability platforms, including LMS/LXP ecosystems and Microsoft Viva Learning, supporting global employee and developer upskilling initiatives.

CAREER IMPACT & RECOGNITION

Over the span of his career, Bhaskar has consistently delivered high-impact results, including improving course engagement by 18%, enhancing operational efficiency, reducing average handling time by 12%, and achieving over 95% first-contact resolution in customer operations. He is acknowledged for building high-performing teams, fostering innovation, and delivering scalable solutions that drive organizational growth and transformation.

This summary positions Bhaskar D.V. as a strategic, results-driven, and highly capable senior leader in global program management and operations transformation, emphasizing both his technical expertise and leadership impact across complex organizational environments.