

# Canice Pinto

## Senior Executive - Operational Excellence & Customer Experience Transformation

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### Summary

Senior operations and customer experience transformation executive with 20+ years of experience driving profitable growth for Fortune 100 companies, creating operational efficiencies—through product innovation, technology solutions, process optimization, and resource utilization—while leading large global teams across North America, Asia, Europe, and Australia.

### Industry Experience

Financial Services, CPG, Manufacturing, Technology, Automobile, Pharmaceutical, Consulting, Retail, Transportation, Shared Services, Mortgage Services, Insurance, IT Infrastructure

### Expertise

- P&L management • Shared Services • Change management • Lean Six Sigma • Process improvement • Gemba • 5S • Visual Management • Digital strategy • Data analytics • IVR
- Vendor management • Risk Management • Forecasting • Reengineering • Risk assessment
- Supply chain management • OKR design • Capacity planning • Product innovation • ISO

### Experience

#### **Managing Partner – Embreo, Naperville, IL – Mar 2025 onward**

Consulting - Six sigma; digital transformation; data visualization; process reengineering

#### **Lean Six Sigma Consultant – Verisk, Naperville, IL– Aug 2025 onward**

*An \$2.8B global leader in data analytics in insurance*

Runs transformation initiatives company-wide.

- Designed ServiceNow reporting for Procurement leading to actionable insights
- Reduced onboarding cycle time by 30% for a particular vertical

#### **SENIOR DIRECTOR – GLOBAL OPERATIONS & CUSTOMER EXPERIENCE Jul 2017 – Mar 2025**

##### **First Advantage, Chicago, IL**

*An \$2B global leader in background screening and compliance services*

Heads global Operational Excellence for a \$45M customer portfolio; responsible for P&L and growing the North America commercial business. Leads a high-performing, 200-member global team across North America and Asia. Partners with Customer Success, and Sales teams to improve customer satisfaction. Works closely with RPA and product teams to ensure First Advantage retains its competitive edge as the industry leader for customer solutions.

- Led operations at a critical point when key accounts were at risk, establishing a Quality Center of Excellence that reduced escalations by 90%, retained \$30M in business, and secured \$5M in new revenue.
- Migrated 102 clients from a legacy to a new fulfillment platform with zero disruption to daily operations
- Saved \$5M by streamlining roles across customer success and customer care (contact center) teams, eliminating redundancies

- Improved compliance by 5 percentage points for the top 10 clients
- Protected \$5M in revenue by migrating the vehicle business from Siebel to Salesforce, improving data quality and customer experience
- Reduced costs by \$1M for a \$7M business using a multi-pronged approach of process, vendor and platform, cutting TAT by 20%
- Achieved \$1M in savings through cost saving opportunities by offshoring and outsourcing operations
- Mapped escalation log to product gaps; worked with both in-house and third-party vendor to implement point solutions on a legacy platform to reduce escalation rate from 0.3% to 0.03%.
- Championed 100+ lean six sigma projects, with a net benefit of \$50M through process improvements and a mix of product, root cause analysis, and automation strategies
- Improved Net Promoter Score for the contact center by 10 percentage points
- Designed a differentiated strategy, by optimizing IVR, to service Diamond, Gold and Silver customers in the contact center improving Net Promoter Score for an LOB by 5 percentage points

## **DIRECTOR – OPERATIONAL EXCELLENCE & QUALITY**

*Oct 2013 - Jul 2017*

### **Mphasis Digital Risk, (a Blackstone Company), Orlando, FL**

*The largest provider of risk, compliance and transaction management solutions for technology services.*

Appointed to lead operations integration for Digital Risk, a key acquisition in Mphasis' business strategy, successfully growing the company from \$150M to \$280M by driving strategic operations and technology initiatives across regions and business segments.

- Successfully integrated the acquisition and onboarded a new client base, improving performance, service levels and operational capability through process standardization and a well-defined audit process and cadence
- Saved \$2M by migrating HR services and fulfillment to a new platform—using rigorous UAT and data quality checks—that transformed the customer experience
- Scaled revenue by \$20M, transforming the customer experience through the design and deployment of a mortgage fulfillment technology platform
- Reduced costs by \$5M through the first-of-its-kind originations program in the mortgage industry—enhancing customer experience by institutionalizing line-balancing as a cornerstone of capacity planning
- Achieved \$5M in sustainable process improvements of \$5M through lean six sigma projects, product, root cause analysis, and automation strategies
- Conducted due diligence and risk-assessments for a \$20M customer portfolio, resulting in strong documentation and granular data measurement
- Protected revenue of \$40M from “at risk” clients, by driving process rigor around performance management, creating specialized teams for sensitive clients, optimizing staffing to improve TAT, and emplacing measurement systems for effective coaching.

## **ASSOCIATE VICE PRESIDENT – OPERATIONAL EXCELLENCE & QUALITY**

*Jul 2004 - Oct 2013*

### **Mphasis, a Blackstone Company, Bangalore India**

*A \$1.6B technology solutions company offering applications, infrastructure services, and customer-centric digital transformation*

Developed and drove corporate strategy and operational efficiency through agile transformation using digital tools and best practices for banking, telecom and IT clients globally for revenue of \$ 500 M and 9000 FTE.

- Planned and executed multi-million-dollar wins of over \$50M by designing and executing risk assessment and due diligence programs — Westpac, Airtel, and SunTrust Bank
- Scaled business by \$30M by setting up a Command Center and Data Analytics Practices to

Improve the customer experience

- Mitigated risk through contract negotiations for \$100M clients
- Saved “at risk” revenue of \$25M for TD Bank by doubling the supply chain hiring throughput
- Saved \$10M by setting up a capacity planning practice developing a capacity planning company-wide blueprint to price for RFPs giving the organization a competitive advantage in price – successfully rolled out Blue Pumpkin over 5000 HC in the contact center practice
- Saved the company \$2M annually through reduced contractual penalties by spearheading Net Promoter Score projects in the contact center
- Reduced repeat call% by 2% for a telecom circle, in the contact center, through a product-based solution in the call center making the client the top service provider in that circle
- Designed a unified desktop which streamlined applications, screens and processes to reduce handle time and improve customer experience in the contact center

**ASSISTANT SUPPLY CHAIN MANAGER**  
**Glaxo-Smithkline Pharma, Mumbai India**

*Feb 2003 - Jul 2004*

*At \$39B a biopharmaceutical company manufacturing and distributing a wide range of prescriptions and over-the-counter medications, vaccines and consumer healthcare products.*

- Drove the demand management function managing 1000+SKUs, increasing forecast accuracy by 14 percentage points, reducing revenue loss by \$10M
- Led distribution optimization using neural networks on a multi-modal, multi-supplier, multi-warehouse model to reduce cost

**LOGISTICS EXECUTIVE – SUPPLY CHAIN MANAGEMENT**  
**L’Oreal, Mumbai India**

*Oct 2001- Jan 2003*

*At \$41B is the largest cosmetics company offering skin care, make-up, perfume, hair care.*

- Ran the demand management function managing over 1000 SKUs, increasing forecast accuracy by 15 percentage points, resulting in reduction in loss of revenue by \$5M

**SECTION EXECUTIVE – SUPPLY CHAIN MANAGEMENT**  
**M & M Ltd, Mumbai India**

*Jul 2000 - Oct 2001*

*A \$10B automotive major is one of the largest vehicle manufacturer by production in Asia.*

- Mapped the business process of dealerships across the Indian market which was instrumental in the design of the CRM; Was part of the team that worked on the kan-bank implementation on the transmission line to reduce inventory cost by 20%; Was part of the team that implemented milk-runs for vendors to reduce cost by 15%

**Education**

- MBA | Indian Institute of Management, Kozhikode, India (full-time)
- Bachelor’s in Mechanical Engineering | Bangalore University, India

**Certifications**

- Master Black Belt | Indian Statistical Institute | July 2008; ASQ Certified Black Belt | October 2007; PMP | Project Management Professional | December 2020; CPIM | American Production and Inventory Control Society (APICS) | September 2004

## **Technology Skills**

- CRM systems/Other: Salesforce, ServiceNow, Oracle, Siebel, Jira, Avaya, CISCO
- Data Analytics/Statistical tools/Automation tools: SQL, Excel; Minitab, R; UI Path
- Data Visualization: Power BI, Tableau