

KARMESH GHOSH

VP OPERATIONS | REVENUE & DIGITAL TRANSFORMATION LEADER | BPO · GCC · IT/ITES

Gurgaon, India • karmeshghosh@gmail.com • +91 85878 96913 • Open to relocation: India · Singapore · Dubai · United States · United Kingdom

EXECUTIVE SUMMARY

Senior Operations & Revenue leader with 24 years driving large-scale P&L, digital transformation and team performance across IT/ITES, BPO and GCC environments. Currently accountable for ~\$4BN in annual incremental Google Ads revenue across US & Canada at Google Operations Center, leading a 150+ member organisation. Delivered a landmark 20x headcount and 5x revenue turnaround at JSW Shakti — scaling from 25 to 2,500 FTEs and ■74L loss to ■4Cr profit. Gen AI practitioner (Gemini, GAQL, NotebookLM) with a demonstrated 20% y-o-y efficiency gain. 8-time international award winner including Global Sourcing Council (NYC), NASSCOM and Google Constellation. Seeking VP / COO / Senior Director roles with P&L accountability in a high-growth MNC, GCC or impact-led organisation.

CORE COMPETENCIES

P&L Ownership · Revenue Operations · Business Turnaround · Digital Transformation · Gen AI Programme Management · GCC / BPO Leadership · Large Team Management (150+) · Stakeholder Management · North America Markets · Impact Sourcing · Workforce Transformation · Strategic Account Growth

PROFESSIONAL EXPERIENCE

Senior Operations Manager — Revenue & Digital Transformation

Apr 2021 – Present

Google Operations Center (GOC) · Gurgaon, India

- Accountable for ~\$4BN in annual incremental Google Ads revenue via optimisation strategies for Large Customers across US & Canada (Entertainment, Travel, Auto, Food).
- Heads a 150+ member team of Senior Analysts, SMEs, Team Leaders and Managers; delivered 10% higher people engagement (gVibe survey).
- Programme-managed 4 Gen AI efficiency initiatives (Phoebus, Genesis, MindShare, NuBook) using Gemini, GAQL, AppScript and NotebookLM — 20% y-o-y efficiency gain.
- Drove 20% y-o-y incremental revenue via account hygiene and manual interventions (Project TPR Booster).
- GOC Ambassador (2023, 2024); Internal Complaints Committee member (2021–2024), 6 cases resolved with zero escalations.

Head — Business Development & P&L, JSW Shakti (Rural BPO Division)

May 2012 – Feb 2021

JSW Group · Mumbai & Pan-India

- Transformed JSW Shakti from a ■74L annual loss (2012) to ■4Cr profit (2017) — a full P&L turnaround in 5 years.
- Scaled operations from 25 to 2,500 FTEs and 1 to 9 delivery locations pan-India (2012–2018), building one of India's largest rural BPO networks.
- Built IT-led social enterprises generating financial inclusion and employment for rural women; recognised with the Sandvik Gender Award and NASSCOM Social Innovation Honours.
- Won large deals across North America and India; expanded into Accounts Payable, Invoice Processing, Insurance Claims, KYC, Telesales and E-publishing.
- Represented India's rural BPO model at NASSCOM, Global Sourcing Council (NYC), World BPO Forum (NYC) and Singapore Polytechnic.

Earlier Career — Relationship & Business Development Roles

2003 – 2011

Akamai Technologies · Manthan Services · JPMorgan Chase / OfficeTiger · Mphasis

- Akamai Technologies, Bangalore (Relationship Manager, 2009–11): managed a \$3MN customer base; closed \$1.5MN in direct and channel e-commerce deals.
- Manthan Services, Bangalore (Asst. BD Manager, 2007–09): opened Canada, Australia and Singapore markets; acquired 15 new accounts worth \$100K.
- JPMorgan Chase & OfficeTiger, Bangalore/Chennai (Associate Client Manager, 2005–07): led legal word-processing transition from White & Case NYC to Chennai, scaling team 40 to 80. Earlier, Mphasis BPO (Sr. Quality Analyst, 2003–05): QA for B2C sales campaigns under Six Sigma and ISO frameworks.

EDUCATION & CERTIFICATIONS

- Future Fit Leadership Programme — Indian School of Business (ISB), Hyderabad · 2019
- Certified Digital Marketing Specialist — Digital Vidya · 2017–18
- PG Diploma in International Business — Balaji Institute of Modern Management, Pune · 2011–13
- BSc (Physics Honours) — Orissa University of Agriculture and Technology · 2001

AWARDS & INTERNATIONAL RECOGNITION

GOC Galaxy Awards, Google Operations Center (Q2 2026) · Google Touchstone & Constellation Awards (2023) · Sandvik Gender Award, Pune (2019) · Guest Speaker, Singapore Polytechnic Int'l BPO Forum (2019) · Bureaucracy Today Award, New Delhi (2017) · World BPO Forum Invitee Speaker, NYC (2014) · NASSCOM Social Innovation Honours, Mumbai (2014) · Global Sourcing Council Award, NYC (2013)

TECHNOLOGY & TOOLS

Gen AI: Gemini, Gens, NotebookLM, GAQL, AppScript | CRM & Sales: Salesforce, Google Connect Sales, Active Campaign | Productivity: Google Workspace, MS Office Suite