

SOUVIK BASU

Operations Manager — Technical & Business Service Management
| Healthcare IT | Client Success & Service Delivery

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Ahmedabad, India (open to global relocation) 09th Oct 1989

SUMMARY

Operations leader with 10+ years of progressive growth at eClinicalWorks, from Strategic Account Manager to Operations Manager, with a concurrent Product Manager tenure. Has led teams of up to 35 (32 SAM's, 3 Team Leads), developed 6 team members into senior and leadership roles, and manages an enterprise healthcare IT client portfolio generating in excess of \$200M in combined revenue, including individual accounts with recurring invoicing up to \$1.5M. Known for building functions from zero — founded and leads the After-hours Strategic Account Management team — and for pairing strong client-executive relationships with process improvement, CAPA discipline, and AI-assisted automation of recurring operational work. Targeting Manager, Senior Manager, and VP roles in operations, service delivery, and customer success

EXPERIENCE

Operations Manager — Technical & Business Service Management 05/2019 - Present

eClinicalWorks Pvt Ltd Ahmedabad, India

- Managed an enterprise client portfolio generating over \$200M in revenue, with largest account invoicing up to \$1.5M.
- Directed a 35-member organization, including 32 Strategic Account Managers and 3 Team Leads, from Feb 2019 to Nov 2022.
- Successfully established and managed the After-hours Strategic Account Manager team, enhancing 24x7 customer coverage for enterprise clients.
- Implemented end-to-end processes and reporting flows for the After-hours SAM team to ensure outcomes align with SLAs and full management visibility.
- Cultivated leadership potential by advancing 6 team members into senior roles, including SAM Managers and Team Leads.
- Maintained a client satisfaction score of 97.8% through strong relationships with client executive leadership, ensuring high client retention.
- Consistently achieved top performance in KPIs through critical thinking, process improvements, and CAPA implementation.

Product Manager — Internal CRM Application 08/2023 - 01/2025
(concurrent role)

eClinicalWorks Pvt Ltd

- Stepped up during an organizational shortage of product managers — split the working day (5–6 hours per role) between PM and Operations Manager duties while remaining on call for both
- Owned product management for the company's internal CRM across three modules: Automation, Release Management, and Procurement
- Delivered at full-time PM benchmarks in a part-time capacity, with the 2nd-highest volume of internal requests and Atlassian Jira tickets created and resolved post go-live over the ~2-year tenure
- Gathered requirements, quantified scope, and delivered accurate specifications to development teams for agile sprint planning and hour allocation; proficient in JQL (Jira Query Language)

Team Lead — Technical & Business Service Management 02/2018 - 05/2019

eClinicalWorks Pvt Ltd

- Directed a team of 11 Strategic Account Managers serving enterprise healthcare clients
- Achieved 98.3% positive client satisfaction (PSR) — the highest track record of the year — with minimal escalations beyond TL level and none reaching VP or executive leadership
- Retained the majority of the team through a period of external poaching by proactively identifying attrition risk and executing a retention strategy in partnership with HR

Mentor — Technical & Business Service Management 01/2017 - 02/2018

eClinicalWorks Pvt Ltd

- Reduced TL involvement to 15% by resolving 85% of client items through SAM training initiatives.

KEY ACHIEVEMENTS

- After-Hours Team Launch**
Built After-hours SAM team covering 100% enterprise clients 24x7 since November 2022.
- Client Satisfaction Leader**
Sustained 97.8% client satisfaction in managing \$200M healthcare account portfolio.
- Team Development Success**
Promoted 6 team members into senior and leadership roles within 4 years.
- CRM Management Efficiency**
Achieved second-highest Jira ticket resolution across three CRM modules.

SKILLS

- Technical Service Management
- Business Service Management
- Client Success & Retention
- Enterprise Account Management
- Executive Relationship Management
- Team Building (0→1)
- KPI Design & Management
- CAPA & Process Improvement
- SOP & Workflow Design
- EMR / EHR Platforms (eClinicalWorks)
- Product Management
- Release Management
- Procurement Workflows
- Atlassian Jira & JQL
- Agile Sprint Planning
- Requirements Gathering
- Critical Thinking & Gap Analysis
- AI Tools (Claude, Gemini, Perplexity)
- AI-Assisted Report Generation
- Automation Opportunity Identification
- Workflow Specification for Development Teams

EXPERIENCE

Strategic Account Manager02/2015 - 01/2017

eClinicalWorks Pvt Ltd

- Managed enterprise healthcare accounts end to end on the eClinicalWorks EMR/EHR platform, maintaining a 100% customer satisfaction record throughout the tenure
- Identified and reported escalations proactively, resolving each with a structured course of action

QA Tester Intern

Tata Consultancy Services (TCS)

- 6 months

Developer Intern

Vodafone

- 2 months

EDUCATION

Master's in Information Technology2012 - 2014

Dhirubhai Ambani University (formerly DA-IICT)Gandhinagar, India

INTERESTS



Automotive performance modification and vehicle customization (since 2010); featured in Motoring World magazine, Nov 2024 issue, and in a Gujarati-language newspaper (2011)



Photography enthusiast

LANGUAGES

English	Native		Hindi	Native	
Gujarati	Proficient		Bengali	Proficient	
Japanese	Beginner				

FIND ME ONLINE



LinkedIn

linkedin.com/in/souvikbasu89

TRAINING / COURSES

Artificial Intelligence for Business Managers

Certification from Ahmedabad Management Association (May 2026 - July 2026)

Operations Management & Six Sigma

Executive Certificate Program from IIM Raipur (Aug 2021 - Dec 2021)