Sreekanth Buddy
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PROFILE OVERVIEW & OBJECTIVE

- **Currently working as a Team Lead in Business Operations Group from last 1 Year**
- Have 4+ Years of experience working in International BPO
- Worked as acting SME for 18 months for a UK Technical Support Process Lob
- I ensure that my reporting structure is streamlined and complete activities at set priority.
- I enhanced and encourage decision making and risk taking
- I pose sharp analytical skills in understanding the Client and Organizational Structure
- I believe in Increasing visibility and Speed.
- Have worked in 7 different Lob's in ISP process (Provisioning, Billing, Customer Support, Technical Support and Reseller Support) voice and Non-voice teams.
- I supervised 3 Teams as an acting SME and Team Lead
- Currently handing a Team of 15 FTE's.
- Have experience working with Inbound, Outbound, Email Support and Back Office Operations Teams
- Experienced in handling Business Customers and End Users
- **Total Experience of 6+ Years (Ready to re-locate)**

REWARDS & RECOGNITIONS

Was awarded as TOP TALENT for the year 2010-11
Team was awarded as Best Team for Q3'10 & Q1'11
Best Team Lead for Q3'10 & Q1'11
Toped as Best Performer for 7 quarters Q3 '07, Q4' 07, Q3 '09, Q4 '09, Q1 '10, Q2'10 & Q1'11

Key Responsibilities handled as a Team Lead:

Agent Performance Improvement Plan (PIP) Management
Escalations and Root Cause Analysis
Bottom Quota Management
SLA , E-Sat & C-Sat Management
Coaching and Feedback
Collaboration calls & meeting with Quality Team on Team Performance
Monthly one on one with Team Members
Working towards team members goals
Appreciating and highlighting FTE's in case of achieving targets.
BU reports (WRM & Ops Call) and other Client Reports
Checking performance of team mates by auditing internally and giving them constructive feedback
Tracking the leaves of the team mates and controlling the productivity

Trainings :

- Lean
- Coaching and Feedback
- BQT Training
- 7 Habits of Highly Effective People
- Basic concepts of SCM & Logistics
- Email Etiquettes
- Advanced Client Communication
- Project Management
- Advance Excel
- Basic Networking
- CCNA
- ITIL

Business Process:

- ISP Tech Process
- Supply Chain Mgmt
- Business Operations
- WFM (MIS)

Education :

- Bachelor of Computer Science

Skills :

- HTML
- MS - Office
- Advance Excel
- MS-Access
- Basic Hardware & Networking
- Desktop Troubleshooting

EXPERIENCE SUMMARY
IBM GPS PVT LTD (March 2007 – Till Date)

IBM GPS with its On Demand Business is the pioneers in BPO industry. Our core businesses are Customer Care; Technical Support; Banking; and other sectors in both Voice and non voice and it is into SCM line of business.

Project : Panasonic North America   July 2010 – Till Date

Position : Team Lead Business Operations Group   Span of control: 15 employees

Panasonic Corp. of North America deals with the Electronic Goods procured mainly from Japan. The Business is dealt through SCM on SAP application

Job Responsibilities:

- Anchoring Issues calls with the Client on a Daily/Weekly basis.

- Providing direction to staff, ensure resolution of problems and set priorities.

- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort and provide the team with a vision of the project objectives.

- Monitoring Login adherence, SLA, other productivity & client metrics and managing roster and leave trackers for team.

- Maintain healthy group dynamics and ensuring discussions and decisions lead toward closure. Encourage creativity, risk-taking, and constant improvement

- Providing advice and assisting the Sr. Manager in the planning, implementation, evaluation/modifications to existing operation systems and procedures.

- Developing and Sharpening the team mates skills by nominating them to proper OD trainings

- Assessing and arranging the training requirements of the team members and other managerial responsibilities are carried out as per the norms of the organization as well as make personnel related recommendations and implement plans related to employee performance and carrier growth.

- Partnering with Operations to streamline /enhance improve process stack metrics.

- Reduce learning curve and helping to enhance product/process knowledge of new joiners.

- Conducting need analysis and sharing feedback with stakeholders.

- Constantly updating training modules SOP's and tracking SOP completion for the process with all relevant approvals, edits from the on-site client.

- Assure that all team members have the required education and training to effectively participate on their assigned project and ensuring they develop and sharpen their skills.

- Coach and develop team members abilities; helping resolving dysfunctional behavior.

Worked on Application:

Remedy

SAP BI & ECC

Seibel

Dialer

Right Now

Outlook

CRM

QED

CMS

Lotus Notes

Other Web Application

Operating Systems:

Windows XP

Windows 2000

Windows Vista

Date of Birth:

11/05/1983

Marital Status:

Single

INTERESTS:

- Reading Books like Inspirational Stories, Leadership & Management.

- Very much interested in doing Adventures like (Rock Climbing, Trekking etc)

- Love to Cook food

- Fond of Rock & Classic Music

- Watching Movies & Sports

Project: Talk Talk UK Ltd.   **March 2007 – March 2010**
Position : Sr. Customer Care Analyst/WFM Analyst/Acting SME
Span of control: 16 employees
Talk-Talk is Top leading ISP in UK. They provide Broadband, Telephone and Narrowband services
to most part of end-user's and Business clients in UK.
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Job Responsibilities :

- Worked with Provisioning/WFM/Second line Technical Support/Customer Care Team's.

- Primarily involved in resolving escalated calls for complete Talk-Talk customer.

- Interaction with clients and business third parties like, British Telecom U.K, TMC , Switch
  Team, Client Logic Bangalore, and with all the internal departments.

- Personal Involvement on working on complaints queue and resolving the issues.

- Met Client SLA Target's and performed above Client expectations.

- Sending reports to client on daily and weekly basis (Productivity report, WRM, OPS Call
  and Analysis on oldest tickets & faults in the queue).

- Reducing Queue Size by bulk resolving the customer queries and handling supervisor
  /escalated calls.

- Provided real time support to the team of 16 agents.

- KB (Knowledge Base) SPOC for the team.

Call Scenarios: Customer Password Reset, Technical Assistance with BB and PSTN issues.
Customer Support by sending new Hardware and transferring customer's calls to relevant
departments. Internal Co-op calls with Telecom engineers and Second-level Technical assistance
for end-user and business customers. Chasing customer's technical issues with Telecom
engineers and sending the root cause analysis report to engineers to fix the fault.

(2) Previous Experience: Crux Data Solutions
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Role & Responsibilities: MIS

- My role in the company is to download data from client's database and make reports
  and send the analysis to client.

- Attending meeting and discussing reports status with clients.

- Have experience with working with HR and IT in this company.

Job Description: I Worked as a MIS Analyst. My key role in the company is to download client's
data and submit it to clients with required analysis on regular interval and talk with clients to
discuss the reports.