

Resume

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CAREER OBJECTIVE

To obtain the position of Team Leader where my leadership skills, customer service skills and professional experience will contribute to the exponential growth and achieve goals of the organization.

PROFILE OVERVIEW & OBJECTIVE

- **Currently working as a Lead Operation from last 8 Months (On Paper).**
- More that 4 years of experience working with International BPO
- Always performed above expected expectations
- Have worked as acting SME for 2years for Technical Process (UK ISP).
- Comprehensive knowledge of techniques and processed of providing customer care services
- Possess exceptional communicational skills with strong analytical and logical thinking.
- Ability to set goals and meet the mission statement and objective of the organization
- Possess exceptional management, strategic and administrative skills
- Skilled in prioritizing work and completing task with minimum supervision
- Ability to work in a dynamic and fast paced working environment.
- Ability to lean team in an effective and positive manner
- Currently managing team of 15 FTE's.
- Ability to inspire every team member to perform and give their best.
- Analyzing individual performance of the team and motivate them to perform even better and encourage risk taking.
- Have experience working with Inbound, Outbound, Email Support and Back Office Operations Teams
- **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 Q4'10 & Q1'11
Topped 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:

- Performance management
- Root cause analysis & close escalations
- SLA, E-sat and C-Sat Management.
- Coaching and feedback to FTE's
- Collaboration calls with quality team
- Client and Conference Calls
- Productivity and Stack data analysis
- Monthly 1-to-1 with team members
- BU and client reports
- Working toward FTE's goals and guiding them with proper learning activities
- Train and upskill FTE's for IJP's.
- Handling irate customers and taking escalation calls

Trainings :

- Lean
- Coaching and Feedback Techniques
- Basic concepts of SCM & Logistics
- Email Etiquettes
- Advanced Client Communication
- Project Management
- Advanced Team Leader
- Good People Manager
- Leader's responsibility
- Advance Excel
- Basic Networking
- CCNA
- ITIL

Education :

- Bachelor of Computer Science

Technical Skills :

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

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 : Lead Operations

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.
- Conducting team hurdles and updates and controlling absenteeism and attrition
- 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 & process metrics on daily basis and directing team plan of action to meet the targets.
- Resolving all production issues and closing the escalations.
- Providing advice and assisting the Sr. Manager in the planning, implementation, evaluation/modifications to existing operation systems and procedures.
- Developing and up-skilling the team mates by nominating them to proper OD trainings and coaching and guiding them to achieve their business goals
- 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.

Business Process:

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

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.

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 daily and weekly reports to client (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**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.