

Resume

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PROFILE OVERVIEW

- Having 4 Years of experience working for an UK ISP Technical Support
- Being acting SME for 18 months, I have learned Team management skills
- Currently working as Team Lead Operations from last 1 Year
- Ability to inspire the Team and increase performance levels of the Team members
- Sharp analytical skills in understanding the Client and Organizational Structure
- **Currently working as a Team Lead Operations from last 1 Year**
- Organized events at process level and Client Visit Management.
- 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
- Daily Client and Business Partners Interactions through Con-calls
- **Total Experience of 6 Years 5 Months**

Company Details :

- (1) IBM GPS Pvt. Ltd. (Marsh 2007 – Present)
- (2) Crux Data Solutions (Sep 2005 – Dec 2006)

REWARDS & RECOGNITIONS

Was awarded as TOP TALENT for the year 2010-11
Team was awarded as Best Team for Q3'10 & Q1'11
Topped as Best Performer for 5 quarters Q3 '09, Q4 '09, Q1 '10, Q2'10 & Q1'11

Key Responsibilities handled as a Team Lead:

Performance Improvement Plan (PIP) Management
Root Cause Analysis
Bottom Quota Management
SLA & C-Sat Management
Knowledge Base editing and updating the SOP's with client approvals
Coaching and Feedback
Collaboration calls & meeting with Quality Team on Team Performance
Monthly one on one with Team Members and increase E-Sat
BU reports (WRM & Ops Call) and other Client Reports
Checking performance of agents by auditing internally and giving feedback and appreciation

Trainings :

- Lean
- Coaching and Feedback
- BQT Training
- 7 Habits of Highly Effective Manager
- 7 Habits of Highly Effective People
- Email Etiquettes
- Advanced Client Communication
- Project Management
- Advance Excel
- Basic Hardware
- CCNA
- ITIL

Business Process:

- ISP Tech Process
- 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: Talk Talk UK Ltd.

April 2010 – Till Date

Position : Team Lead Operations

Span of control: 15 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:

- Anchoring Issues call and con-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.
- 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 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
Seibel
Dialer
Right Now
Outlook
CRM
QED
CMS
Lotus Notes
Other Web Application

Operating Systems:

Windows XP
Windows 2000
Windows Vista
Ubuntu

Date of Birth:

11/05/1983

Marital Status:

Single

INTERESTS:

- Reading Leadership and Management Books
- Adventures (Rock Climbing, Trekking etc)
- Cooking
- 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 base.
- 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**Role & Responsibilities: MIS**

- My key role in the company is collect regular data received from clients and submitting to the client with best quality my making reports using Pivot and Charts.
- Attending meeting and discussing reports status with business partners.
- Have experience with working with HR and IT in my company.

Job Description: I Worked as a MIS Executive. My key role in the company is to handle client's data and submit it by regular interval and talk with clients to discuss the reports.