Dominic

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**Result-driven Services Operations Manager with experience in Customer Service for leading and managing operations. Deliver success through building, leading and inspiring teams to realize performance. Dedicated to providing comprehensive solutions that satisfy organization’s goals. Proven record of excellent interpersonal abilities fostering and maintaining positive professional relationships. Effective communicator with executive and functional associates across various levels of an organization.**

**PROFESSIONAL SYNOPSIS**

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| **Sr. Manager Operations – With 15+ years of qualitative exposure in****● Customer Service ● Quality ● Recruitment ● Business Development** **● Project Management ● Internal Control ● Process Transition ● People Management**  |
| * A dynamic professional with over **15 years of rich experience in Customer service, quality, sales and Operation risk & control.**
* An effective communicator with excellent relationship building and possessing excellent presentation skills. Strong analytical, problem solving and organizational abilities. Possess a flexible and detail oriented attitude.
* A go-getter with a never-say-die attitude, can consistently manage a fair share of load and is always energetic, passionate, and focused to any assignments assigned
* Possess excellent interpersonal, communication and organizational skills with proven abilities in customer relationship management, training & development and Quality.
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**OCCUPATIONAL CHRONICLE**

**Organization : Confidential**

**Role : Senior Manager Operations**

**Duration : July 2010 – Aug 2013**

***Project Manager – (Client Google) Feb’13 – Aug’13***

* Lead a team of 40 operators, 4 Team Leads and a Quality Manager. Core area of delivery involves upgrading Legacy campaigns to Enhanced campaigns.
* Managed service operations for rendering and achieving quality services; meeting & exceeding SLA metrics.
* Conducted training programs to help enhance operational efficiency and increased productivity.
* Initiated several competitions within the team to motivate individuals.
* Introduced the concept of “Peer Quality” to ensure 100% quality.
* Owing to our performance the Client introduced us to different processes.
* Received Superlative feedback from Client on service delivery.
* Establishing strong and harmonious relationship with Business Partners as well as the Employees.

***Sr. Manager Operations – GTL (Client Google) Jul’010 – Sep’12***

* Managed and Lead a team of 200 operators with 5 Pod Leads and 3 Team Leads.
* Introduced Wall of fame, Stack Ranking and Incentive Programs to motivate the individuals and the team.
* Handling the Service Level Agreements, met with high quality service and delivering maximum customer satisfaction.
* Introduced example driven training that proved more effective. Introduced the same through Program Manager Globally.
* Introduced Post training feedback methodology from new hires and the Pod Leads to improve the training material.
* Responsible for people management including goal setting, performance, development and career planning conversations with associates in the team.
* Conducted performance improvement training programs leading to increased productivity.
* SPOC for recruitment of operators & Pod Leads.
* Policy & Procedures POC for the process – Lead a team of 3 Pod Leads and responsible for modifications & upkeep of policies effecting the day-to-day working of the site in particular & GTL (global) in general.
* Define the talent strategy and execute the same to increase associate engagement and control attrition.
* Ensure employee retention & motivation in all divisions through people management.
* Actively review existing information & data with a view to - create data driven insights, contribute to and support product development and enhance internal efficiencies
* Recruiting capable and enthusiastic associates depending on the skills required for the process.
* Proactively identify gaps, report on quality trends, make recommendations for improving & enhancing the customer experience
* Effectively exhibited ownership of business and sound understanding of the process.
* Align and monitor various operations metrics with a view to driving operational excellence in the team and Centre
* POC for Performance Based Pay (monthly performance management & incentive program).
* Responsible for on job training and transition of new hires at all levels.

**Organization : HSBC (HDPI- Hyderabad & Visakhapatnam)**

**Role : Manager – Operations**

**Duration : Oct’01 – Feb’08**

***Processing Executive – Assistant Manager – Manager Operations***

* Managed and lead a team of 250 associates with 8 AMs and 2 Managers.
* Proactively identify gaps, report on quality trends, make recommendations for improving & enhancing the customer experience
* Responsible for people management including goal setting, performance, development and career planning conversations with associates in the team
* Develop multi tasking skills across all divisions, through implementing structures in-house training program.
* Responsible for creating and providing functional and operational reports to executive management.
* Strategizing Performance Development Plan based on the competency, tenure, and the learning curve of the individual.
* Handle the Service Level Agreements, met with high quality service and delivering maximum customer satisfaction.
* Create an environment that encourages retention using R&R process to inspire performance.
* Communicating important management messages and discussing performance through daily huddles.
* Effectively exhibited ownership of business and sound understanding of the process.
* Act as a Primary point of contact to the executive management on all aspects relating to operations.
* Responsible for liaising with the business to ensure smooth process transition.
* Responsible to train and mentor new Assistant Manager (7) and Managers (3).
* Define the talent strategy and execute the same to increase associate engagement and control attrition.
* Ensure employee retention & motivation in all divisions through people management.
* Actively review existing information & data with a view to - create data driven insights, contribute to and support product development and enhance internal efficiencies
* Align and monitor various operations metrics with a view to driving operational excellence in the team and Centre
* Ensured compliance adherence by liaising with Business Information Security Officer between the process and technical departments for system / profile enhancement and discipline at work.
* Streamlined the escalation matrix by ensuring timely customer query resolution, implementing and driving internal key control and ensured business continuity.

**Role : Assistant Vice President Operations – PreciStat IT Solutions**

**Duration : Feb’09 - July’09**

* Managed and lead a team of 80 associates with 3 AMs and a Manager.
* Responsible for liaising with the business to ensure smooth process transition.
* Handling the Service Level Agreements, met with high quality service and delivering maximum customer satisfaction.
* Responsible for people management including goal setting, performance, development and career planning conversations with associates in the team
* Act as a Primary point of contact to the executive management on all aspects relating to operations.
* Define the talent strategy for the team and executes the same to increase associate engagement and control attrition.
* Ensured key controls are in place to avoid and prevent errors in process.
* Driving internal control and group audit standards and ensure complete adherence.

**Role : Marketing Director – Greenways Infrastructures Pvt. Ltd - Visakhapatnam**

**Duration : Mar’08 - Jan’09**

* Coordinate appointments to show homes / lands to prospective buyers.
* Compare a property with similar properties that have recently sold to determine its competitive market price.
* Contact property owners and advertise services to solicit property sales listings.
* Interview clients to determine what kinds of properties they are seeking.
* Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
* Coordinate property closings, overseeing signing of documents and disbursement of funds.
* Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting

**NOTABLE ATTAINMENTS**

* Managed and lead the processes GTL and AdWords Enhancement successfully.
* Received several appreciations from the AdWords Client for the overall operations and Quality.
* Received appreciation for suggesting ideas to improve the efficiency of the tool.
* Awarded as the Best Manager for Q1 & April’ 12.
* Awarded as the Best Performer of the department for the year 2002.
* Migrated the process Wholesale Liability Information from Buffalo, New York.
* Received appreciation for working and coming up with a proposal for giving FTE benefit to the business.
* Migrated the process Customer Care Services Disputes from Salinas, California.
* Received appreciation from the Client and project lead for suggesting a lean idea that reduced the TAT of customer’s response.
* Successfully migrated Credit Card Disputes from the business area in California to the host center in Visakhapatnam.

**ACADEMICS**

**Graduation** : **Bachelor of Computer Sciences from Osmania University**

**Diploma : Diploma in Computer Applications - CMC**

**Operating Systems** : All versions of Windows, XP, Vista, etc.

**Other Applications** : MS Office (Word, Excel, PowerPoint)

**TRAINING AND DEVELOPEMENT**

* Planning and Control
* Selection and Recruitment
* Six Sigma – Yellow Belt (Trained)
* Leadership Workshops
* Performance Review Workshops

**PERSONAL DETAILS**

Date of Birth : 13th Feb 1977

Linguistic Abilities : English, Hindi

Hobbies : Travelling, Cricket, Cooking and Music.

Visa Type : Visit