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| **PRABODH**  **Email:** [Prabodh.3334@2freemail.com](mailto:Prabodh.3334@2freemail.com) | **5 copy.jpg** |

**SUMMARY OF SKILLS:**

* Operational management professional with 9+ years of versatile experience in Customer Relationship Management recognized by peers/superiors for always exceeding organizational objectives.
* 8+ years of experience in managing and leading various teams to successful accomplishment of assigned tasks.
* In-depth knowledge of Customer behavior, customer relationship management, planning, team building, training & presentation, escalation management, coaching & feedback and attrition control.
* Experienced in executing business continuity plans.
* Uncompromising ethics and transparent communications underpin business-focused value propositions that leverage competitive advantage via top quality service.
* Skilled in optimizing teams dynamics, uniting diverse agendas to a common goal, and harnessing strategic and operational drivers to deliver results.
* Focused and hardworking, self motivated and team oriented; with proven capability to meet high-pressure deadlines.
* Enriched with the ability to learn new concepts & technology within a short span of time; excellent communication and interpersonal skills.

***Seeking Senior / Middle Management assignments in an organization of repute***

**CAREER SKETCH**

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| Project Leader – Wipro Technologies Ltd. (April 2012 – Till Date) |

**Achievements**

* **Reduced client escalations to 0.00%** of the volume by end of Q3 (December).
* Instrumental in **designing a robust auditing process** for ticket handling revolving around feedback, follow-up and coaching which in turn **helped in changing customer perception.**
* Managed to **increase the audit scores of the project by 41%** by end of Q3(December).
* Reduced the case back log by 157 cases by end of Q3 (December).
* Successfully devised an action plan to improve the communication scores for the project which resulted in 8% improvement.
* Acknowledged for **successfully executing Business Continuity Plan**.
* Played **key role in forecasting and hiring resources** for the project.

**Accountabilities**

* Leading a team of 39 engineers to manage L2/L3 CAS technology remote technical support for EMC worldwide.
* Delivering as per client guidelines of Scope Of Work.
* Handling and managing client escalations.
* Being the first point of contact for any client escalation.
* Arranging and driving client meetings around process improvements.
* Performing Client Management practices.
* Being the face of the organization to the customer and working towards changing customer perception.
* Tracking revenue generated by the team and developing strategies towards improving the same.
* Tracking all relevant KPI data for performance monitoring of team.
* Driving performance to meet KPI as measurement in Scope Of Work.
* Creating Root Cause Analysis for performance failures of KPI if any.
* Preparing Proactive Action Plan to avoid repeat failures.
* Preparing Dash Boards and Presentations for internal reviews and client reviews.
* Working on processes like incident management, change management, continual service improvements.
* Performing Team Building and Motivational activities.
* Forecasting requirement and proactively planning staffing.
* Engaging in hiring resources for the project.
* Engaging in Implementing ISO and Quality Standard defined
* Managing Costing and Financial of Business

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| Team Leader – Hutchison 3Global Services Pvt. Ltd. (April 2006 – April 2012) |

**Achievements**

* **Selected member of the recruitment team** to work with the employee referrals department.
* Acknowledged for **successful completion of issue log project** for the entire skill set.
* **Significantly contributed to improvement in overall advisor quality** joining the floor through efficient management of OJT – a transition phase for the advisors between training and joining the floor.
* **Successfully improved performance of 67% of Bottom Quartile** advisors through effective grooming & mentoring sessions.
* **Winner of Dream Team Award in 2009.**
* Deputed at Pune site for 2 months to improve **bottom quartile advisors in** Pune skill sets leading to an improvement of 20% in the resolution rates of advisors.
* **Recognized for efficient management of** various employee engagement programs at the skill set level
* **Have successfully handled many employee engagements programs for the entire skill set**

**Accountabilities**

* Managing, training, guiding, grooming & supervising advisors for achieving deliverables.
* Creating Root Cause Analysis for performance failures of KPI if any.
* Preparing Proactive Action Plan to avoid repeat failures.
* Prepare reports based on analysis of impact of call volumes on service levels
* Manage escalations and queries beyond the purview of team members
* Managed skill set level projects on complaints management along with the current role as an initiative.
* Conduct training sessions on objection handling and personality development.
* Manage the transition process of new joinees through effective handling of OJT phase.
* Collaborate with other departments to help improve the process and skillset performance.
* Performing Team Building and Motivational activities.
* Managing attrition within the team.

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| Wipro BPO Solutions Ltd. (May 2003 – April 2006) |

**Achievements**

* **Recognized for zero attrition as team leader** also as an advisor for zero dissatisfied customers
* **Core member of BEST TEAM for Customer Experience in six months.**
* **Played key role as a member** of “RelaxCenter committee- Nirvana” & “fun@DELL committee”

**Team Leader – Operations, Dec 2004 - Apr 2006**

**Accountabilities**

* Involved in the entire process related to new joinee’s. Training, guiding, grooming and managing them on processes related issues apart from mapping their performance
* Escalated critical issues and ensured prompt resolution
* Involved in preparation & segmentation of reports on call numbers aimed at better analysis

**Technical Facilitator (L2 Support) – Operations, Jun 2004 - Dec 2004**

**Accountabilities**

* Managed, trained, guided & groomed agents on products, floor activities, call procedures & other technical related issues as a member of OJT team
* Guided & assisted advisors in resolution of critical technical queries of customers

**Technical Support Associate (TSA) – Operations, May 2003- May 2004**

**Accountabilities**

* Involved in providing technical support to Dell Computer’s software, hardware, network design & maintenance, troubleshooting, etc. besides resolving critical technical issues
* Liaised with other team members & customers for prompt resolution of technical issues

**SCHOLASTICS**

* Successfully completed **ITIL V3 certification** in 2012.
* **M.C.M.,**Sinhgad Institute of Management(University of Pune), 2003
* **B.Sc (Chemistry),**Ramnarain Ruia College of Science & Arts, 2000
* Computer proficiency: Windows XP, ME, 2000, 9x, Dos 6.22, MS-Excel, Word and PowerPoint
* Trainings:
  + Who Moved My Cheese
  + Star Certification - Phase 1
  + Coaching Clinic
  + Competency Based Interviewing Skills workshop.
  + Authentic Communication Workshop

**PERSONAL DETAILS**

* **Date of Birth:** 27th August 1979
* **Languages known**: English, Hindi & Marathi
* **Hobbies**: Trekking, Music, Formula 1, Football & Cricket.
* **Reference available on request**