

**Deepesh**

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| **Profile Summary** |  |  |  |  |
|  | A result-driven, experienced business process services program management leader with verifiable track record of |  |
|  | driving productivity, performance, leading and motivating people to drive business goals |  |
|  | Experience in understanding customer requirements and as -is process mapping, business process solution design & |  |
|  | devising the to-be processes, developing project planning & managing transition, managing operational delivery and |  |
|  | client relationships with a clear focus on the business goals of the client and the vendor. |  |
|  | Expertise and experience in managing knowledge, business rules changes and service delivery innovation across |  |
|  | multiple geographies. |  |  |  |  |
|  | A clear and effective communicator with strong people management skills experienced in leading service delivery of |  |
|  | large/ multiple programs in the contact center industry |  |  |  |
| **Domain Expertise** |  |  |  |  |
|  | Credit cards – US market |  |  |  |  |
|  | Correspondence – UK market |  |  |  |  |
|  | Financial Documentation (Typesetting & HTML) – US and UK markets |  |
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| **Professional Experience** |  |  |  |  |
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|  | **Organizations** | **Tenure** | **Period** |  |  |
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| **Operations Manager – RR Donnelley India Private Limited** |
| *Report into: Vice President- Operations (Trivandrum Site Head)* |
| Handled multiple processes, both voice and non-voice; provide leadership to Account Managers, Client Supervisors, Team |
| leaders and 330+ employees; accountable for productivity, quality, customer satisfaction, employee satisfaction, and client |
| relationship |
| Developed reporting infrastructure, training plans, forecast and quality measures to optimize the resources for long-term |
| success of the account. Set annual goals and develop processes to achieve client and internal targets. |
|  | Maximize revenue and growth opportunities; ensure the financial margins for all lines of business within the account |
|  | are met. |
|  | Identify and act on new business opportunities while working on expanding the existing lines of business. |
|  | Work in conjunction with appropriate departments and stake holders during all phases of new program |
|  | implementation including set-up, review of processes and training materials, design testing and sign-off. |
|  | Set, negotiate, and monitor scope of services being provided as agreed in the Statement of Work, and trigger change |
|  | control, as required, in a timely manner. Proactively prepare business case for price revisions in advance of triggers |
|  | (renewals, material change in environment). |
|  | Act as first level escalation point for both internal and external stakeholders in support of the business. |
|  | Ensure compliance with all client requirements during recruitment, training and ongoing operations besides |
|  | compliance with contractual commitments including information security, licensing and insurance requirements |
| **Key Accomplishments:** |
|  | Exceeded the set revenue targets for the division for two quarters through increased business and exceeded the |
|  | margin target through implementation of process improvements. |
|  | o | Gross revenue – $ 5.4 M |
|  | o | NPM – 40% |
|  | o |  |
|  | Increased per person productivity by 30% within three month of taking charge |

Designed and implemented a new Quality framework to boost productivity without any negative impact on the quality  of production

Introduced “Super User” as a method of reducing the “Learning curve” to improve

 productivity

 Successfully implemented processes which were benchmarked in the other APAC region

 Introduced the concept of “Fun at work” and staff engagement activities ‘’ INGENIO’’.

 Represented RR Donnelley in the regional round of the “National Competition for Young Managers” in August 08

 Have transitioned projects from US and UK.

 Have headed accounts in the US and UK arena.

 Maintained an annualized attrition rate lower than company average.

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| **Senior Executive (Central Quality Assurance) – MphasiS BPO India Private Limited** |  |
| *Report into: Unit Manager Quality* |  |
| Worked closely with operations team managers, supervisors and agents to improve customer connection (voice) score for |  |
| one of the largest credit card company in the US. |  |
|  | Analyzed call quality of the agents, monitored and analyzed trends |  |
|  | Partnered with operations to improvise service quality |  |
|  | Coached operations team on end customer impact and behavior |  |
|  |  |
|  | Attended calibration calls to bridge the knowledge gap and educate the agents on the floor |  |

**Key Accomplishments:**

Recipient of Quality Champ Award on numerous occasions for top quality

 Client appreciation for exceeding customer expectations and retaining & maintaining call quality

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| **Academic Details** |  |  |  |
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|  | **Qualification** | **Institution / University** | **Year** |  |
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|  |  | (University of Madras) - UAE MOFA attested |  |  |
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**Training**

 Underwent Lean Management System Training in RR Donnelley