***Objective***

A growth-driven and seasoned candidate with more than 12 years of experience in Client Servicing (B2B & B2C), Operations Management, Training & development and Quality Assurance capable of adapting different technologies, seeking challenging opportunity globally.

***Core Competencies***

* Experienced professional in Infrastructure Management Services and Incident Management
* Excellent communication & interpersonal skills with proven abilities in establishing strong service relationships from customers and stake holders
* Highly skilled at handling various projects and multiple tasks simultaneously.
* Effective problem solver, decision maker and an organized team player.
* Able to Relate to people at any level of Business and Management.
* ITIL Service Operations certified
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating in achieving business standards & individual goals.
* Ability to learn quickly in unstructured environments.
* Ability to stretch beyond proven abilities.
* Active participation in culture team and social activities

***Professional Recognition***

* Received Vice president award for setting up Wikipedia *knowledge based* tool (process related tool at AOL)
* Process Excellence award received for business development (process streamlining – E &Y)
* AGM award - Recognized my contribution and involvement in setting up Databases for Process and Quality (AOL)
* Achieved a milestone in implementing a global project at NetApp India Private Ltd

***Academic Qualification***

Bachelors in Computer Application (BCA) from MG University April 2001

***Additional Knowledge***

* ITIL Service Operations certification (SO) and ITIL v3 Foundation Certificate
* Advanced features of Excel, Word & Power Point
* Proficient in HTML language

***Professional Summary***

**Support Account Manager – NetApp India Private Limited (13/08/2012 – till date)**

* Accountable in handling Priority 1 cases, Apple, BOA, BT, naming few hot accounts
* Sensing the business urgency, pooling the right resources and providing proactive assistance while hosting conference calls and high level management updates via email
* Partnering with customer rep's, logistics managers and engineering team in delivering top quality customer service and RCA's
* Responsible for identifying escalations through incoming requests on customer issues that require top attention and action from an Escalation manager capacity
* Monitoring compliance of SLA’s and reporting, including SLA violation calculation, negotiation and alignment with the customer and communicating to key-stakeholders and management.
* Leading a team in maintaining daily operations, shift rosters and quality management
* Collating all customer satisfaction surveys, analyzing them and leading them in providing preventive measures to the team
* Capturing Quality related instances, analyzing and providing trend analysis to senior managers
* Leading critical Severity escalations for working cross-functionally to enable faster escalation resolution including communication to key-stakeholders and management.
* Influencing customer satisfaction via customer review/listening meetings

***Achievements and projects***

* Project Leader : Fetching the consequences and disruption of a business function and aligning appropriate resources
* Project Leader: Leading a team of 5 members in developing community space for all process/events related updates.
* Leading the process in adapting the ITIL concepts and streamlining the work environment

**Product specialist – Ernst &Young Private Limited (22/03/2010 – 10/08/2012)**

* Serving clients on queries related to the tax tool Global Integrator (GI)
* Consistently testing the GI live site and staging to compile and deliver root cause analysis
* Specialized in Incident/Problem management & effective use of Remedy/ Service now tools
* Initiating fulfillment requests/RFC’s during bi – weekly calls with stake holders
* Preparing periodic and custom reports in a monthly basis

***Achievements***

**Internal Lotus notes data base integrated to IE (*White Belt certified)***

*Problem:*

* Search functionality not activated while accessing the data base via Lotus notes
* Access management not followed
* Archiving not followed systematically and formation of junk data
* Duplication of data
* Challenges in navigating data via lotus notes

Solution:

* Organizing meeting with managers in streaming the respective processes they handle
* Organizing the data base contents in a structured manner and following a naming convention that the agents can understand
* Integrating Internet explorer to the Lotus notes resulted in fetching data quickly

Benefits:

* Easy to navigate data and can be accessed via IE. Moreover, saves lots of time

**Enhancing data base** (**Orange Belt certified**)

*Problem:*

* No tracking methodology for database
* Usage of database is low due to alternate methods and opportunity of errors
* Stale updates
* Multiple methods for receiving updates
* Impacting Quality in updates and SLA violation

Solution:

* Tracking system developed with the help of IT team to track the user clicks
* “What’s new” section developed for new updates
* Right click/copy option disabled and read only access provided to agents.
* Quality checks performed using this tool.

Benefits**:**

* Saved almost 5 hour per day for 22 agents and 1860 hours a year and finally calculated in terms of USD($).

**Process Transitioning**

Identifying and analyzing the requirements in the process that we handle and bringing together all the building blocks under one roof.

* Technical aspects of Alpha tax tool developed by the TCSL transitioned to India under my supervision
* Arranging stake holder visit to India, organizing training schedules
* Transitioned help desk activities from the Dutch help desk to Bangalore, India
* Analyzing extra head counts to support the new process

**Specialist Operations: AOL Member Services Specialist operations (23/04/2004 – 20/03/2010)**

* Resolving Technical/ Billing/ Retention Issues on AOL software
* Exceed weekly/monthly and quarterly targets
* Entitled as a Training Assistant (TA/SME) for Technical, Retention and Non voice process

**Achievements**

* Microsoft excel development program - Groomed 50 agents to learn basics and advanced features of Microsoft Excel
* Developed internal Wikipedia knowledge based web site that handles all the process related documents

**Personal details**

Date of Birth : September 28, 1979

Nationality : Indian

Linguist ability : English, Hindi, Malayalam, Tamil, Kannada

Hobbies : Exploring Wikipedia, Listening to music, Movies, Internet surfing



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