**SONAL**

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**Senior Manager**

**~ Customer Service ~ Project Management**

Extensive experience in Customer Service & Projects within time, quality parameters, as per project management & best practice guidelines

**PROFILE SUMMARY**

* A competent professional with the experience of almost **18 years** inCustomer Service, Project Management, Application Deployment and Migration
* Sound knowledge of data gathering and clean up, training and process mapping to ensure a smooth migration
* Adept in providing value added customer service to customers, giving information regarding various services and products offered and escalating satisfaction levels
* Skilled in monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
* Great expertise in training and coaching customer service users on the CRM application analysis, Circle Roll Out
* Significant experience in requisite testing / UATs for various systems and successful closure of UAT as per defined timelines
* Proficiently experienced in system support, reports & UAT and Pre Bill Check & Post Bill Checks
* Insightful understanding of business processes, analyzing requirements, finalizing the business scenario and implementing FCRM and PULSE Methodology
* Meticulous in ensuring a high-quality customer experience, analyzing CSAT (Customer Satisfaction), elevating customer satisfaction, while adhering to the SLAs and work processes
* Hands-on exposure in service delivery for all International locations (UK, US, Canada, Hong Kong, Bahrain, Singapore, Sri Lanka, Russia)
* Efficient in gathering requirements around functionality and translate those requirements into elegant functional solutions
* Proactive in all aspects of agents answer calls, handle customer enquiries telephonically and resolve customer complaints
* Acute in project management methodology including the ability to identify and resolve issues, develop detailed work plans and specifications, perform resource allocations and run team meetings
* Keen-eyed in tools and methodologies by software programs to establish that all business requirements have been implemented completely and correctly

**CORE COMPETENCIES**

* Performing effectively by establishing realistic estimates for timelines while ensuring projects remain on target to meet deadlines

**SKILLS SET**

**Project Management**

**Customer Care Service**

**Call Centre Operations**

**Client Relationship Management**

**Quality Assurance**

**Customer Support**

**System Suport**

**User Application Testing**

**Team Management**

* Delivering projects / services according to business processes & the service levels agreed upon with customers
* Handling escalations and monitoring quality standards of team through constant monitoring & providing feedback
* Looking after overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
* Handling customer queries, complaints & orders to facilitate customer satisfaction
* Fostering & sustaining a dynamic environment that fosters development opportunities & motivates high performance amongst team members
* Providing value added customer service, ensuring quality and service norms by mentoring / guiding the team members with excellent training
* Establishing and implementing ‘best practice’ processes across the organization to ensure effectiveness resulting in reduced costs and improved service delivery
* Communicating & coordinating with customers for better relations and full satisfaction resolving minor customer complaints and handling them strategically
* Handling clients discreetly with deployment of services, enhancements and fixes that are coordinated based on release schedules
* Providing the services delivery with customer centric processes that meets the needs of our customers and markets
* Offering guidance and mentoring to train & motivate team members to their optimum performance levels and career development

**WORK EXPERIENCE**

**Vodafone India Ltd. (Jul’08- Till Date)**

**Growth Path:**

*Assistant Manager – Customer Service (Customer Support Group); Jul’08-Mar’12*

*Deputy Manager – Customer Service (Inbound Call Centre); Apr’12-Mar’15*

*Senior Manager – Business Transformation; Apr’15-Till Date*

**Key Responsibilities:**

**As Senior Manager – Business Transformation**

* Responsible for identifying & building test scope, scenarios repository & test plan bases circle test scope & rollout plan
* Work closely with corporate stakeholders for creation of finalized business flows and system requirements
* Managing the circle and be the single point of contact during the transformation Journey
* Supervising the execution of both functional & pre rollout testing
* Work in coordination to ensure all activities such as data gathering and clean up, training and process mapping are completed in time to ensure a smooth migration
* Assessing circle specific processes for alignment with national processes and interfacing with Corporate SPOCS for change requests via the demand process
* Spearheading circle communication on rollout plan and monitoring circle pre preparation activities and sharing regular updates and dashboards with business head and circle
* Executing data gathering, clean up and map gap of all localised circle processes and prepare circle for alignment prior migration
* Working with SME team for Change requests and monitoring pre-rollout UAT by Circle team to ensure all defects are resolved and Go Ahead signed off
* Coordinating with IT for defect management and successful closure of UAT as per defined timelines
* Analyzing and evaluating circle through detailed cutover and migration plan and working with circle to prepare project checklists
* Providing onsite support through cutover and migration as well as post roll out to resolve all post go live issues
* Performing BAU sign off from circles after successful handover to circle operations
* Ensuring all project milestones are met and gates signed off by circle and completing post rollout defect closure
* Responsible for the timely completion of all pre migration activities such as data clean up, training and process alignment

**As Deputy Manager – Customer Service (Inbound Call Centre)**

* Managed all inbound calls that are answered within assigned / stipulated service levels
* Monitored team agents answer calls, handle customer enquiries telephonically and resolve customer complaints
* Trained agents give correct product and service information and detected process gaps and escalate any issues related to customer
* Identified and filled process gaps which have an effect on customers, internal customers for system such as CRM, BSCS, & other Self-service applications and forwarded the recommendations coming out from the team findings with the help of Ops Teams to the Central Team to fix the same
* Enhanced customer interaction and planning and controlling implementations
* Developed call centre operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; defined user requirements; agent productivity, quality, customer-service standards; contributing information and analysis to organizational strategic plans and reviews
* Administered call centre operations by monitoring system performance; identifying and resolving problems; preparing & completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs
* Achieved call centre human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counselling, and disciplining partner (vendor) employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures
* Formulated call centre performance reports by collecting, analysing, and summarizing data and trends
* Gained organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

**Highlights:**

* Recognised as the “Above and Beyond call of Duty achiever” for the period Jan 2012 – June 2012
* Received several “Super Star” points, appreciation from Senior Management

**Assistant Manager – Customer Service (Customer Support Group)**

* Maintained all requirements are collated from respective stakeholders and change request is raised
* Ensured that required testing / UAT is done before launch of project to bridge any gaps (if left)
* Maintained coordination with Business Users, Service Delivery, Central IT / IT / Other Circles is done before implementation of the project
* Ensured the production UAT was done post implementation of project roll out again to ensure project is rolled out successfully
* Managed process gaps which have an effect on customers, internal customers for system such as CRM, BSCS, & other Self service applications and take forward the recommendations coming out from the team findings with the help of Ops Teams to the Central Team to fix the same
* Conducted troubleshooting & tracked errors for closure is done on regular basis by the team
* Identified system errors and eradicated which in turn helped in ensuring complete & within TAT closure of customer requests
* Ensured all requisite testing / UATs for various systems are done, thus making sure all scenarios are well covered in UAT & the same is done on timely basis

**Highlight:**

* Successfully received several “Super Star” points and recognised as the “Mega Star” for the period Jan’10-Mar’10

**ICICI Bank as Manager – Service Delivery**

**Oct’07-Jul’08**

**Key Responsibilities:**

* Ensured smooth Service Delivery for all International locations (UK, US, Canada, Hong Kong, Bahrain, Singapore, Sri Lanka, Russia)
* Established benchmark and standards for service delivery, set up measurements to ensure that the service delivery across various units in the bank is as per the defined standards and worked towards ensuring a seamless customer experience
* Persistently monitored quality of service against parameters set as per bank standards
* Received feedback from the respective locations Ops team to design & develop quality standards to conform to the given location’s market conditions
* Coordinated with the various business teams/ units within the Bank for satisfactory closure of the complaints, thus ensured complete resolution of complaints.
* Analysed the root cause and process gaps causing the complaint and recommended changes in system/processes/work methods to improve performance and eliminate complaints
* Implemented initiatives like Project Terminator for enhancing Customer experience & better quality

**PREVIOUS EXPERIENCE**

**Hutchison Essar Ltd.**

**Growth Path:**

*Team Coach; Sep’04- Oct’06*

*Team Leader; Nov’06-Sept’07*

**Highlights:**

**As Team Leader**

* Recognised as the “Super Performer” for the period Sep’06 – Dec’06 and Jan’07-Apr’07

**As Team Coach**

* Recognised as the “Super Performer” for the period Jan 2006 – May 2006

**Hutchison Max Telecom Pvt. Ltd.**

**Growth Path:**

*Customer Service Executive; Jul’99-May’04*

*Finance Executive; Jun’04 -Aug’04*

**Highlights:**

**As Finance Executive**

* Efficiently inducted many teams on Billing
* Appreciated for successfully handling Key Accounts like IBM, SAP etc.

**As Customer Service Executive**

* Achieved recognition and award as the “Super Performer – Runner up” and several awards in Quality & Quantity
* Successfully received award for supporting the roll out the Mumbai CRM module
* Recommended as the “ Best Customer Service Executive” for the month of February 2004
* Nominated to represent Special Services for the national CRM project
* Successfully gained 100 % rating on quality audits conducted by O & M

**Taj President as Front Office Executive**

**Jul’96-Jun’99**

**Highlights:**

* Procured management recognition for facilitating meetings, conferences & other business needs for the guests

**CREDENTIALS**

**Education**

**B.Com in (Accounting) from Mumbai University 1996**

**IT Skills**

* Well versed with Windows, MS Office and the Internet

**PERSONAL PARTICULAR**

**Date of Birth:** 20th July 1976

**Language known:** English, Hindi, Marathi and Gujarati