**ADARSH**

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***Manager, IT***

Operations Management/Service Delivery/Project Management/Non-Technical Support

**OVERVIEW**

* A result oriented professional well adept in all aspects of Operations & Delivery Management
* Over 13 years of progressive management experience in CRM-DMS domain with TATA Motors, one of the global leaders in Automotive Industry
* Prudent, disciplined & self-motivated with excellent interpersonal, communication & Organizational skills with proven abilities in Team Management and Customer Relationship Management
* Sufficient experience in areas of Change Management, Stakeholder Management, Project Management and handling various transformational initiatives with large teams across functions within CRM-DMS landscape
* Adroit in ensuring delivery of high quality services to support customer's business needs & achieving continued high customer satisfaction from all operational users for services

**CORE COMPETENCIES**

* Analyzing existing processes and identifying areas of improvement with the objective of maximizing business benefits and providing rich user experience
* Framing work direction and plan for the team after thorough assessment of individual capabilities
* Setting up targets, SOP’s and SLA’s
* Conducting governance and process reviews for ensuring strict adherence to process compliance as per pre-defined guidelines
* Advocating competency building within the team through motivational initiatives of rewards and recognition

**EMPLOYMENT DETAILS**

Since Sep’96 :**TATA MotorsLtd.**

**Growth Path:**

* ***Manager :*** Application Support – CRM & DMS Apr’16 – Till Date
* ***Manager :***Project Management Office Apr’13 – Mar’16
* ***Asst. Manager :***CRM & DMS Application Performance & Testing Apr’11 – Mar’13
* ***Asst. Manager :***Call Center Management Apr’09 – Mar’11
* ***Officer :*** Application Support & Training – CRM & DMS May’03 – Mar’09
* ***Jr. Officer :*** Spare Parts Finance Sep’96 – Apr’03

**NOTABLE RECOGNITIONS**

* Rated “**Top Performer**” for 12 years in a row
* Awarded “**Champion’s Trophy**” for efficient and effective management of CRM &DMS Operations resulting in a **14%** improvement in end user satisfaction for 3 years in a row based on the survey conducted
* Achieved **15%** increase in meeting **SLA conformance** to closure of user issues by developing frameworks within CRM & DMS support team
* Credited for mentoring a Project team aimed at studying the existing CRM & DMS functional processes and designing a comprehensive process document on the **To-be process** with the objective of further simplifying it from a user standpoint
* Proven skills in implementing initiatives towards knowledge enhancement and cross skilling of Support team which helped in
  + Improving the team **productivity by 12%**
  + Reducing the attrition rate by **60% over 2quarters**
* Recipient of customer appreciation for conceptualization and digitization of Project Management framework for Corp IT domain yielding the following benefits
  + Improvement of **8% (Y-o-Y)** conformance to Actual v/s Planned delivery of Projects
  + Improvement of **12% (Y-o-Y)** in conforming to the Actual v/s Planned cost of Projects
  + Improvement in Customer Satisfaction by **5% Y-o-Y**
* Conceptualized and leda Project at Call Centeraimed at improving the sales of one of our key products resulting in a **300% increase** over the previous month. The contribution of Call Center was well appreciated by **Senior Management of TATA Motors**
* Bagged the **runners up** position at the Annual “**TATA INNOVISTA**” contest for successful implementation of various initiatives at Call Center
* Drove the efforts for implementation of a new **Remote Training** Concept for CRM & DMS users for which our CIO was awarded the “**BEST CIO**” Award under Innovations category
* Distinction of designing and implementing**20 new processes at Call Center** in order to facilitate business achieve **operational and revenue benefits**.

**PROFESSIONAL ENHANCEMENTS**

Under gone the following trainings:

* Senior Management Program on Strategic Management of IT conducted by IIM, Ahmedabad
* “Think Customer” Program
* Sustainable Stakeholder Relations
* Strategic Management of IT
* IT Service Management
* Next Gen CRM – A Roadmap to Make Customer
* ITIL

**ACADEMIC DETAILS**

Master of Science (M.Sc.) from University of Mumbai in 1996

**PERSONAL DETAILS**

***Date of Birth*** *:* January 22, 1974

***Languages Known :*** English, Hindi, Marathi and Konkani