**Chaitanya**

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**Summary**

A highly passionate and energetic individual with 13.83 years of valuable experience in customer service, business development, financial data management and business operations with key focus on driving Quality & Customer Experience, overseeing teams across quality, training & voice for multiple businesses. An effective communicator with excellent relationship building & interpersonal skills. My experience has largely helped me build customer centric processes. I am a people oriented person and believe in collaborative & hands on working style.

**Experience Summary**

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| --- | --- | --- |
| **Duration** | **Company** | **Designation** |
| 01/2010 – Present | FactSet Research Systems, Inc. | Assistant Manager Operations |
| 04/2008 – 01/2010 | Cybele Soft Solutions Private Limited | Assistant Manager Operations |
| 04/2006 – 03/2008 | 24/7 Customer Private Limited | Management Trainee |
| 09/2004 – 03/2006 | Palestra Soft Technologies Private Limited | Quality Control Analyst |
| 07/2003 – 08/2004 | Thirumala Car Care | Business Development Manager |

**Assistant Manager Operations at FactSet Research Systems, Inc.**

Jan 2010 – Present

* Service delivery of large operations team in financial data management. Currently handling a team size of 140+
* Develop and execute strategies to meet/exceed operations/business goals related to timeliness, accuracy, productivity, completeness, coverage, cost and usage
* Develop effective metrics for performance measurement and maintain a strong review mechanism of the operations team
* Monitor data inflow, content and process enhancement and liaise with Quality and Technology teams for development and implementation of initiatives
* Create and drive KRA’s for the team which aligns delivery with organizational goals & objectives
* Capacity Planning and resource fulfillment. Plan appropriate resource allocation and utilization to cater for seasonal peaks and troughs and ensure multiple queue management
* Accountable for staff recruitment, development and retention
* Build relationships with key contacts across the global organization for smooth functioning of the business.

**Assistant Manager, Operations at Cybele Soft Solutions Private Limited**

April 2008 - January 2010

* Leading a team of 180+ FTE’s, meeting the VOC, AHT, Sales, Quality & schedule adherence target
* Preparing / maintaining accurate & timely reports for team performance to monitor/coach agents on all performance metrics
* Ensuring: In time closures of appraisals & promotions
* Team reflect and communicate the clients brand image and identity
* Developing and mentoring associates to accept greater responsibility within the team and organization
* Reviewing performance of the team and take corrective actions to ensure smooth management of the team on a daily basis
* Networking with the other sites in the US to ensure hassle free servicing on a daily basis
* Conference calls with clients & management team in the US to get the latest update on Planning & implementing along with HR the Rewards & Recognition program for employees.
* Liaising with other departments to resolve escalated customer issues

***Highlights***

* Devised an effective Associate Evaluation System for the agents based on business goals & established bench marks to ensure maximum penetration of the incentives
* Collated & calculated all payouts for the agents including VIC, Cross Sell bonus, Attendance Bonus & VOC bonus with 0 revenue leakage, was given the “Productivity Award” for the same in 2008
* Distinction of being recognized with the “Diamond Award” in 2009 for contributions to portfolio achieving the highest VOC average

**Customer Care Executive at 24/7 Customer Private Limited**

April 2006 - March 2008

* Taking Calls (technical & Customer Care) for US Dish Network
* Mentoring & assessing new hires
* Preparing performance reports and improvising new hire training modules by including real time call scenarios

***Highlights***

* Been a part of a Black Belt project in reducing “Escalated Calls”

**Quality Control Analyst at Palestra Soft Technologies Private Limited**

September 2004 - March 2006

* Mentoring, Coaching and giving effective feedback through group as well as one-on-one sessions with the team to ensure team synergy and productivity.
* Responsible for appraising performance to the Team Lead.
* Driving Team and Floor performance towards achieving Client SLA’s.
* Involved in extensive interaction with client on weekly basis to assist in training and quality improvement initiatives across the floor.
* Played a key role in preparing an effective MIS for the team to keep track of daily productivity vis-à-vis Quality.
* Organized process related training sessions and assisting new hires as well.

**Customer Relations / Business Development Manager at Thirumala Car Care Private Limited.**

July 2003 – Aug 2004

* Established pre sales department for Enterprise solutions across different verticals.
* Leading the pre sales department from generating leads to qualifying the account for commercials
* Execute Hiring, training plan, map the pre sales process to sales, create performance evaluation & incentive plan
* Established parameters to measure call quality
* Overseeing the team of Business Development
* Introduced Sales CRM & ensuring all sales activities are captured giving a direct access to the management to sales projections
* Maintain strong working relationships with Territory Sales Executives, Regional Sales Managers, Sales Operations and Sales Management
* Maintain strong working relationships with Client & Customers
* A liaison for clients & Customers to ensure 100% solution offered based on requirements
* Maintaining high level of customer satisfaction

**Trainings/ Professional Enhancements**

Building Essential Leadership Skills

People Manager Workshop

Hiring the Right People

Six Sigma Trained & Tested.

Soft skills & Call Handling Etiquette

Level II Coach & Mentor

DMAIC Training for Six Sigma

Developing Self Excellence program

**Educational Summary**

**Indian Institute of Management Bangalore, Benguluru**

EDP, Entrepreneurship & General Management, 2005 – 2007

**University of Madras, Chennai**

Bsc, Mathematics, 2005 – 2009