*Sheriff*

*Sheriff.372548@2freemail.com*

~ Passionate, Dynamic and result oriented senior management professional with logical, incisive and critical problem-solving capabilities; improvises effective solutions to problems with a hands-on approach in Operations and service delivery function (ITES – BPO / KPO/ Contact Centre).

~ Leverage skills in spearheading large Voice and Non-Voice Call Centre Operations, Inbound & Outbound Business Processes, Technical / Semi Technical skill sets - Telecom, Customer Service, Email, Cross-Sell, KPO – FPS (Banks – Remittance Processing) and Adjudication (Health Insurance) and Back office transaction processing.

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| ***Profile Synopsis*** |

* Enterprising and accomplished professional offering 16+ years of experience in handling the Operations and Service Delivery function (Voice and Non-Voice – Contact Centre / Transaction Processing) in international ITES / BPO industry across various domains and line of businesses.
* Proven skills in managing all the facets of operations in Contact Centres - Strategic planning and analysis, Customer service, Hiring / recruitment, Supervision / Mentoring, Process improvement, WFM, CTQ, Client Servicing, Risk and compliance, Pre-sale and P&L responsibility across multiple locations.
* Large exposure in activities spanning setting up offshore centre, global production delivery, process migration, production stability, quality of service across various domains – Telecom, BFSI, Health insurance, etc.
* Reflects dynamic leadership skills coupled with hands on experience with top notch BPOs / ITES companies – BancTec, Tech Mahindra, Hutchison Global Services, IBM, Wipro and Sutherland.
* An effective problem solver, risk taker and team-oriented person, with ability to cut across cultural barriers effectively in any business scenarios
* Large Hands-on experience in driving multiple process improvement projects through Lean / Six Sigma, Successful implementation of COPC and ISO 27001.

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| ***Core Skills and Expertise*** |

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| ***Career Review*** |

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| **Organization** | BancTec TPS India Pvt. Ltd, Pune A SourceHOV company., Pune & Mumbai |
| **Position** | Senior Vice President – Operations & Delivery Head India (Back Office Transaction Processing / KPO) |
| **Period** | July’14 – Oct’16 |
| **Reporting to** | SVP - Global Delivery Head – America and APAC |

**BancTec Inc**. is a global leader in providing financial transaction automation and document management services for organizations seeking to drive efficiency in their financial back-office processes. BancTec provides transaction processing solutions to many of the world’s largest commercial banks governments, insurance companies and other large organizations. Its hosted platforms solutions provide mission critical services for banking, financial services, insurance, healthcare and public sector industries.

**Primary Responsibilities include:**

* An integral member of the APAC Senior Management team to support execution of service delivery and strategy function as India Delivery head for setting up captive offshore unit for BancTec Inc. Global.
* Lead large teams – Back office transaction processing and KPO across various domains for U.S., EMEA and UK regions.
* Ensuring the day to day SLA deliverables are met on core metrics. Conceptualizing efficient delivery solutions using appropriate technology tools & techniques, Design and create improved systems and processes for efficient and effective utilization of resources.
* Instrumental in the development of strategic plans for operational activity. Ensuring that the contact volume forecasts and operational account delivery plans are aligned and matched to the needs of the business, the client and the end customers.
* Establishing required operational governance model to support service delivery.
* Manage senior client relationships (expectations, communications, escalation, etc.)
* Drive process automation (RPA), Identifying best practices & process re-engineering opportunities, curtail or cut redundant processes.
* Provided operational inputs and coordinating with onshore partners and project team on RFQ and RFP process for new businesses (Organic and Inorganic growth), Client presentation and business pitch.
* Developed strategies driving Cost Management within budgets – P&L Ownership (Drive CPH and CPT influencing bottom line).

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| ***Key Recent Accomplishment*** |

* Set Up offshore delivery centre from inception - Recruitment, Training, Transition, Budgeting, Capacity planning - WFM, Quality, Leadership team, Compliance, Service delivery, etc.
* Scaled up operations with aggressive ramp-ups (more than 1000 FTEs) across various domains with steep deadlines.
* Developing and delivering a high performing Service Delivery function with appropriate succession planning to ensure that the business unit meets budgets and EBIT targets through the provision of services that meet client needs and deliver service levels, KPIs and contract measures.
* Successfully Transitioned, lead, planned, directed and coordinated multiple large offshore (400 plus elite clients) operations of Americas, UK & EMEA organization across various domains and industries – ***Healthcare, Financial services, Banks, Insurance, Hotels, Public Sectors.***
* Dexterously explored various opportunities for migration of processes/roles by building compelling cases for end to end migration from countries and functioned closely with delivery leaders and other stakeholders in Americas and EMEA region to augment the same.
* Leading and driving Large, medium and complex global offshored customer programs (Transaction processing & KPO) - Data capture and data management for various blue chip global companies in 24\*7 environment.
* Cost reduction circa ~ 40% year on year, CPH and CPT best among all delivery centres across the global BT offices.
* No acquisition cost drive initiated during ramp up and backfill - Positively impacted bottom line.
* ISO 27001 successfully completed along with several compliance audits cleared conducted by clients.

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| **Organization** | Tech Mahindra Business Services Ltd (Formerly: Hutchison Global Services Pvt. Ltd), Pune & Mumbai  |
| **Position** | Head of Department – Operations (Contact Centre Operations) |
| **Period** | July’08 – July’14 |
| **Reporting to** | Vice-President (Vertical Business Head) & Site Director  |

***Tech Mahindra Business Services Ltd. (****Formerly****: Hutchison Global Services Pvt. Ltd) -*** Tech Mahindra Business Services Limited – a subsidiary of Tech Mahindra (a leading provider of solutions and services to the telecommunications industry). Located at [Mumbai](http://www.techmbs.in/mumbai-jobs/-UK-TSI-Technical-Support-.aspx) and Pune, we have 10,000+ employees who work in the advanced 3G (3rd Generation) technology space and provide end-to-end CRM (customer relationship management) solutions for the Three networks in the UK and Ireland, as well as Vodafone in Australia.

**Primary Responsibilities include:**

* Operations head for multiple large business Processes (Contact centre - Voice & Email) of UK based Telecom leader (3UK) at the contact centre across Mumbai and Pune. Served as integral part of the senior leadership team.
* Spearheaded multiple lines of businesses consisting of technical support frontline & 2nd line support / customer services for UK based mobile & broadband service. Built and led a high performing management team comprising of contact centre managers and Operation managers.
* Managed the operations seamlessly and timely SLA delivery along with maintaining high levels of employee and customer satisfaction. Maintained effective senior management relationships across the UK stakeholder group. Engaged with employees at all levels and be a highly credible and open leader consistently living the values and providing open and regular communication.
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels – CSAT, FCR & NPS.
* Involved in driving larger projects across contact centre and been part of the core team along with it ensured the operational units meet their budgeted financial targets and maintain healthy P&L.
* Managed Team functions - manpower planning, recruitment, performance appraisal, R&R, development path, etc.
* Handled the HR function and delivered support in developing robust and actionable employee engagement action plans, which result in lower levels of attrition and increased engagement scores

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| **Organization** | IBM Daksh Business Services Pvt. Ltd, Pune & Mumbai  |
| **Position** | Senior Manager – Operations |
| **Period** | Oct'06 - July’08 |
| **Reported to**  | General Manager - Operations |

***IBM Daksh Business Services Pvt. Ltd*** is the Business Transformation arm of IBM Corporation in India. It serves as a global hub to handle business process and transformation outsourcing for clients from across the world. With 14 service delivery centers in India and Philippines, IBM Daksh is a key part of a network of more than 20 BTO centers around the world.

**Primary Responsibilities include:**

* Managed operations of Business Processes for UK based ISP / Telecom giant (Technical /Semi-Tech Helpdesk).
* Responsible for multiple LOBs for Orange UK with process team size of 450 plus assisted by five Operation managers in Mumbai and Pune office. (LOBs / Processes primarily involves providing Tech. Support to UK customers on various products i.e. Wireless routers, ISP, Broadband connectivity, Customer support, Email support, etc.).
* Managed the operations seamlessly and timely SLA delivery. Played a pivotal role in recruiting / resourcing team to enhance vendor management
* Worked on adhoc projects on a business unit level in analysis and evaluation
* Led, mentored & monitored the performance of team members to ensure efficiency in process operations and meeting of individual & group targets. Created and sustained a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.
* Identified and drove opportunities for improved efficiency, quality and customer service, supporting operational management in the implementation of these initiatives.

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| **Organization** | WIPRO BPO Services Ltd, Mumbai |
| **Position** | Service Delivery Leader - Operations |
| **Period** | April'04 - Oct’06 |
| **Reported to**  | General Manager – Operations |

 **Primary Responsibilities include:**

* Lead operations for Business Processes for Microsoft (Technical Helpdesk – Voice and Email)
* Processes included trouble shooting on various Microsoft products i.e. Wireless routers, Base Station, Adapters, Mice and keyboards, MS Office software packages, MSN, etc.
* Responsible for a process team size of 250 plus assisted by three Operation managers.
* Transition and mapping of various processes and sub processes for Microsoft.
* Percolate Quality processes and procedures across the teams. Engagement into GB (Six Sigma) projects and other quality initiatives.
* Been actively involved in COPC certification for the processes.

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| ***Additional Experience*** |

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| **Organization**  | **Period**  | **Designation** |
| HP E-business Services, Chennai | June’2003 – Oct’2003 | Supervisor II (Team Operations Manager) |
| Sutherland Technologies, Chennai  | June’2002 – June’2003 | Team leader - Operations |
| ITRisom, Pune | Sept’2001 – June’02 | OP Analyst - Operations |
| SNS Technologies, Pune | Feb’2000 – Feb’2001 | Team leader - Content Operations  |
| Krishna Enterprises, Mumbai | Sept’ 1998 – Oct’1999 | Trainee – Site Engineer |

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| ***Education Qualification*** |

 **Bachelor of Engineering** (Construction) from M.H. Saboo Siddik College of Engineering, **Mumbai University**.