Nishant

• [nishant.379347@2freemail.com](mailto:Nishant.379347@2FREEMAIL.COM)

Senior Manager with **17 years of International experience** in Customer Support Operations. Proficient in managing end to end programs and projects for customer support domains including change initiatives, service delivery enablement and operational readiness as well as managing resources and vendors

Excellent in mapping business requirements, solutions oriented with ingenuity to problem solving approach, driving for results and impact with a strong customer centric approach.

Expertise in managing training operations with incisive acumen in instructional design methodologies and adult learning.

**Expertise:**   
• Customer Service Operations  
• Project Management- **PMP Certified**  
• Vendor Management  
• Learning and Development   
• Repair & Reverse Logistics Operations

• Customer and Partner Relationship Management

**Experience**

**MICROSOFT CORPORATION,** London, United Kingdom **04/2014- 05/2017**

**Business Program Manager (Customer Service and Support Readiness),** London, United Kingdom

Responsible for the design, development and project management of technical readiness programs to enable Microsoft’s global customer support agents to be successful trusted advisors to customers.

* Responsible for **release management/Go-to-Market readiness** of Microsoft consumer products(Windows, Office, Surface, Mobile, Xbox, Skype etc) in customer support domain
* Plan, strategize and **influence priorities and decisions** in a matrixed organization to improve performance and customer experience using past performance data and voice of customer.
* **Ensured capability upgrade of contact center sites** including tools, resources and knowledge management for deployment of new solutions. Channeled lessons learned and supplier/agent feedback back to engineering programs
* Assisted regional Service Delivery operations in contact center migration projects or in commissioning new centers.
* Managed the transition of Nokia contact center support operations including **design of new operational structure, integration of systems and tools** as a result of acquisition/merger.
* Engaged regional operations to monitor **supplier performance metrics** including customer and partner experience, issue resolution, first contact resolution, helped resolve rates and bottom box. Collaborated with regional operations to run “get-to-green” initiatives
* Acted on opportunities to increase agility, contribute to workstreams to **evolve processes, services and solutions** through simplification and automation
* Drove **Learning and Development programs** for Microsoft Consumer support contact centers involving different lines of business.
* **Managed a team** of motivated individuals, managed budgets and managed content development vendors

**Nokia Corporation, London**, United Kingdom **06/2012-04/2014**

**Global Customer Support Operations Readiness Manager,** London, United Kingdom

Responsible for Global launch readiness of Nokia devices and services in Customer Support Channels including Global contact centers, social communities, online and self help resources as well as repair operations

* Used independent judgement and expertise to demonstrate the use of technologies, processes, tools and methodologies in the design and delivery of impactful solutions
* Engaged product engineering and marketing teams to define customer support requirements for new programs, products and services.
* Set the direction or approach for the delivery of a solution by using established program, project and process management methodologies to achieve clear and measureable outcomes for the business.
* Develop product Service Manuals, service and repair instructions for new products.

**Nokia Middle East and Africa, Dubai**, United Arab Emirates **09/2010-05/2012**

**Care Academy Manager,** Nokia Middle East and Africa, Dubai, U.A.E

Managed Nokia Customer Care training operations in the Middle East and Africa Sales Unit. Established the regional structure to deliver product launch readiness and strategic training programs in accordance with the launch excellence framework.

* Responsible for regional care and operator support readiness
* Assist regional Local Sales Units in driving Service Partner competency on repair quality and overall Care experience.
* Introduced web based training delivery through Cisco’s WebEx or Adobe connect solutions that enabled more customer care agents to be trained in a shorter time span
* Rolled out **Care Trusted Advisor sales program** as part of Care transformation project.
* **Localized and implemented** regional support initiatives by engaging cross site teams
* Collaborated with regional operations to create a strategy and executed on a plan to **onboard field force employees** to monitor the Care network
* Managed training vendors in region including sourcing, contracting and performance management.

**Service City (Axiom Telecom), Dubai**, United Arab Emirates **07/2003-09/2010**

*(Axiom Telecom is an official distributor for Mobile Consumer Brands in the Middle East. Service City is the after sales repair and logistics hub for Axiom.)*

**Training Manager/Senior Technical Trainer,** Nokia Training Center, Dubai, U.A.E

Provided outsourced training and technical consultancy services to Nokia Middle East and Africa regional operations. Facilitated technical trainings on new products, services, tools and technologies. Managed the relationship with regional Nokia office and effectively executed on their training plans for Middle East and Africa region. Led a team of technical trainers at Service City.

* Bid successfully for annual Nokia training contract and provide proposals, quotes, information as requested.
* **Introduced a certification training program** for Nokia repair technicians across all levels of service that was highly valued in the regional market
* **Conduct quality audits** and develop quality management and quality assurance standards for International Organization for Standardization registration
* Played a pivotal role in the expansion of Service City’s operations in India by **conducting technical interviews** to hire 300 repair personnel and running impactful technician onboarding training programs to sustain repair volumes of over 60K phones per month at the onset
* Adopted and drove projects utilizing **lean methodologies for continuous improvement** of processes including value stream mapping, 5S, Kanban and Six Sigma principles for repair operations management.
* Provided **technical consultancy services** to Nokia regional office like evaluation of Service Partner competency and insights on regional support network

Education

**Bachelor of Engineering,** Electronics and Telecommunications, Shivaji University, India

Certifications

**Project Management Professional (PMP)** – Feb 2018

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