# Anit Jayakumar



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**Senior Manager-Operations/Service Delivery**

## Synopsis

A seasoned Manager with over 20 years of operations experience across various domains. Hands-on managerial experience in the gamut of end -end Service Delivery, Clientele/Stakeholder Management, P&L accountability, Escalation Management, People Management, Process Metrics, Process Improvements, exploring new business opportunities & driving Automation opportunities. Adept in analytical thinking, strategic planning, leadership & management of people & process.

## Key Accomplishments

* Received numerous “**Best in class awards”** -Delivery Excellence /People Management –Hewlett Packard.
* Received various **testimonials** from top notch business consultants/ entrepreneurs towards exemplary services in handling their high level B2C/B2B Accounts-Origin/Oceans5 Infotel
* **Enhanced productivity by 35%** through implementation of MMMR framework-Origin
* Key stakeholder instrumental in clinching **outsourcing contracts worth $ 1.5 M** - Oceans5 Infotel
* **Best Manager Award**- Origin

## Campaign Experience

**Order Management:** HP (ES/TS) Contract management **| Travel/Holiday:** Tele-marketing, lead generation & appointment setting **| Financial:** Accounts payable process (Invoice Posting), mortgage, catalogue/debit card sales **| Telecom:** Mobile phones, Home phones/ Internet Packages **| Security:** Security equipment’s**:** Lead Generation & Appointment Setting.

## Skills/Core Competencies:

Operations /Service delivery **|** Training management **|** Clientele management **|** Order management **|** Transition management **|** Turnaround & Change management **|** Recruitment & Retentions management **|** P&L management & cost controls **|** Entrepreneurial approach **|** Forecasting, scorecards, KPIs management **|** Employee Engagement

## Work Experience

**Service Delivery Leader (**April’22- April’23)**– Wipro Technologies**

* Build & lead a diverse team of resources handling multiple activities within Order Management cycle across 3 locations (India-Kolkata, Chennai, Romania-Timisoara). Team span of 500+FTE’s.
* Responsible for meeting the P&L objectives, transformation objectives, delivery performance targets and overall client relationship.
* Responsible for mentoring and coaching the managers, working with them to drive employee engagement, and resulting satisfaction.
* Drive NPS, C-SAT’s scores across activities and play a quintessential role in escalation management.
* Determine staffing requirements on a proactive basis & streamlining the capacity re-scoping process.
* Manage the Interface between Transformation team & Operations team to secure the delivery of transformation outcomes and realization of benefits whilst maintaining BAU.
* Liaise with Transformation team on Automation related initiatives and delivery outcomes.
* Responsible for delivery towards Customer in liaison with Process Heads
* Independent point of contact for solving customer queries in liaison with Process Head
* Meeting Customer's expectations / targets / metrics / Key Performance Indicators
* Development & Implementation of strategies for ensuring Customer satisfaction & retention
* Review RCA on Escalations, Customer complaints and pain areas. Propose action plans and Process enhancement initiatives.

**Operations Manager (**June’21 –Dec’21) **– Cap Gemini Technology Services**

* Effectively build, recruit, manage, support & motivate employees to build a world-class Order Management team at Cap Gemini for a pilot project in the aerospace domain.
* Influence and shape transition solutions, working with the transformation team, solution analysts and DGEM architects.
* Create a value proposition in collaboration with client that highlights the advantages of the organization s service, proposing solutions that meet or exceed client needs and expectations and align with the group’s strategy.
* Effective forward planning in terms of process delivery, people & client engagement.
* Implement the roadmap towards an operating mechanism and control framework capable of delivering zero surprise performance, applying best practices to ensure SLAs are met as agreed for top notch C-SAT’s.
* Working with Transformation team to develop implementation plans and timelines for identified initiatives arising from Impact Assessment workshops with focus on ensuring Day1 productivity initiatives are implemented.
* Delivery of project responsibilities to time, cost and quality, accountable for full transition project up, aligned with internal (management) and external (client) needs, defining project approach, scope, milestones, success criteria, deliverables, risks, contingencies and allocating appropriate resource requirements ensuring that quality assurance activities are embedded
* Manage the whole process of transferring services and staff from one location to another or from one service provider to another, ensuring service levels are maintained throughout.
* Support project initiative analysis, validation, optimizations, risk assessments & utilization of resources & analysis.
* Work with transformation team to define metrics; measure, track, analyze and regularly report on the effectiveness of overall campaign performance.

## Snr. Supervisor– Operations- (May’11-Oct’17) - Hewlett Packard (HP/HPE)/DXC technologies

* Identify and drive process improvement initiatives working to improve accuracy, timeliness, and productivity
* Manage and develop operational client relationships through client review meetings and day to day liaison within key work stream.
* Accountable for timely processing of all Customer orders through the entire sales order lifecycle utilizing Salesforce.com & other tools across quote to cash.
* Accountable for resolving quote -cash related issues with Customers, Sales & allied entities.
* Evaluate performance data on key metrics and provide continuous performance feedback.
* Recruit, interview and hire processing staff. Complete job performance reviews and development plans.
* Propose & implement standardization for customer service processes.
* Manage the order process in line with SOPs & propose improvements where necessary.
* Help to implement changes to Standard Operating Procedures (SOPs), and Service Level Agreements (SLA’s)
* Work with SAP implementation team to test any system modifications associated with process flow.
* Support staff development towards sustainable on-going cross-training opportunities.
* Monitor employee job performance through direct observation, coaching, counselling, and motivation to maximize performance and ongoing personal development.
* Foster and build relationships with business partners and value stream managers.
* Provide input towards development of standard practices, procedures and support for emerging business process changes and applications.
* Communicate company and department goals, strategic vision and information to staff, cross functional departments, and stakeholders effectively.
* Manage resources to meet or exceed customer and/or business expectations including but not limited to staffing and workload allocation.
* Advocate employee-recognition programs, forums and career-path opportunities that boost staff retention, morale, and satisfaction to new bests.
* Partner with stakeholders on strategic business planning and initiatives, pilot testing, implementing best practices and optimizing workflow to enhance performance and drive effective resource management to meet or exceed customer and business expectations.
* Proven success as a leader for work direction, motivation, performance management and disciplinary action.
* Responsible for employee satisfaction, development, and engagement, including such aspects as performance management, coaching, training, deployment, attendance, rewards and recognition.
* Drive operational excellence in order validation, including such aspects as process flow, data integrity, information alignment, and continual improvements.
* Complete capacity planning for future growth of business as well as to anticipate cyclical changes in customer ordering patterns and its impact on order booking.
* Acts as a point of escalation and resolution for BAU activities.
* Drive regular audits to measure process and policy adherence and drive additional training requirements if necessary.
* Identify and analyze any potential project risks and develop effective risk mitigation plans to eliminate or minimize the risk.

**Snr. Manager -Operations & Training** (Feb’08-May’11) **- Oceans5 Infotel Pvt. Ltd**

* Co-founder of Oceans 5 Infotel
* Provide strategic leadership & accountability for all aspects of Call Centre operations.
* Accountable for all key aspects including revenue gen, business growth, profit forecasting & budget management. Liaise with CEO to develop strategic plans to ensure market and revenue growth.
* Designed and negotiated all key contracts with clients and vendors linked to effective run of the call center business.
* Led the training team charged with the development of an innovative framework for T/M tools & techniques.
* Build, lead & develop an effective management team in order to proactively enhance the company's ability to meets its corporate and commercial goals.
* Implemented improved processes and management methods to generate higher ROI and workflow optimization.
* Lead, inspire and co-ordinate the contact center management team at all levels to create motivated and engaged staff.

**Manager- Operations & Training** (July’04-Jan’08) - **Origin Call Centre Pvt. Ltd**

* Co-led a cross functional team in the design, development, recruitment, training, & inception of Origin Call center operations from ground zero.
* Responsible for reviewing staff performance and progress, including undertaking appraisal meetings and completing personal development plans.
* Spearhead the training team and serve as the sole designated evaluator across the various accounts.
* Ensure delivery of client KPIs/sales targets including day-day service levels, customer experience, quality measures and compliance measures.
* Responsible for the development of the operational talent pool by optimizing the skills of the existing team, in partnership with the internal recruitment teams to attract the very best external talent, in line with the agreed framework.
* Develop performance management and clear rewards program. Design quarterly sales training calendar and oversee progress report on new hires and existing call center personnel.
* Proven track record of implementing new operational structure which significantly streamlined data usage and enhanced production by 35%.
* Provide leadership and direction in resolving client issues / concerns by providing creative business solutions
* Researched, designed, and implemented staff development programs for new-hire orientation, training and continuing education.
* Oversee all activities involved in the resolution of all operational services related issues, ensuring that all problems encountered that impact or could potentially impact service delivery are resolved in a timely and accurate manner.
* Participate in all key vendor negotiations to ensure product relevance and cost-efficiency.
* Proven track record of successfully grooming and developing 15 first-line managers across multiple functional areas of the call center.
* Reduced Absenteeism by 30% by implementing PAP (Presence Aided Performance) incentive program that focused on absenteeism, employee recognition & solutions for resolving domestic chores.
* Reduced employee turnover from 45% to 10% by restructuring leadership and stabilizing the environment.

**Shift Manager –Operations** (Jan 2004 - June 2004) - **Soft Logic Systems Pvt. Ltd**

* Lead and motivate a team of 50 FTEs, 5 Team Leads, 2 Q. A’s & 2 MIS Personnel.
* Set performance metrics for each team member and then work with team-leads to ensure metrics are met.
* Delegate operational tasks to staff and supervise their performance.
* Interact with clientele & campaign providers regarding compliance, metrics, sales targets & process related challenges.
* Training agents on campaigns, organizing induction programs (FLT/PLT) etc.
* Conduct review meets with agents, group leads, team leads, quality analysts, on a need basis.
* Review performance reports, identify & implement measures to improve performance levels and meet objectives.
* Applying best practice, develop continuous improvement plans and make recommendations based upon the employee and customer insight.

**Team Leader- Operations** (June’01- Dec’03)**- Net Vision Cybertech Ltd(NVCL):**

* Perform call monitoring & provide trending data to the site management team on a day-day basis.
* SLA metrics adherence, meeting & exceeding team’s sales target through effective team management.
* Proactively maintain regular engagement with key client contacts in line with client expectations.
* Identify development opportunities using quality assurance (call monitoring) and provide ongoing training, coaching, and mentoring.

**Business Development Executive** (Aug’00- May’01) - **Ecom. Solutions (Exodus Inc.-USA)**

* Research client business referrals, network, and web leads.
* Provide prospective customers/clients with relevant inputs on services offered and additional presentations as needed.
* Work with clients to create solutions for their needs and consult throughout the sales process

## Academics

* MBA (Marketing) **|** University of Lincoln & Humberside (UK) **|**
* BBA (Marketing) **|** Sourashtra College (Madurai Kamaraj Univ **|**
* Project Management (PMP) workshop -56 PDU’s
* Leadership programme (Ken Blanchard) workshop

I hereby state that all the information construed above is true to the best of my knowledge. All required documents would be furnished upon request.