



# Vikas Singh

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IT/ITES Professional with 13 + years of experience in Business Operations, Project Management, Account Management, Customer Support and Service Delivery. My Strengths include managing projects of various scope and duration and ensure they deliver expected value to the Business Partners. I strive for value delivery, bringing innovation, process improvement, managing risk and active communication.

## KEY SKILLS

- Salesforce Service & Integration
- Project Management
- Customer Service
- Account Management
- Team Handling

## MAJOR PROJECTS

- New Client Onboarding
- Client Transition
- Upsell Project in EMEA and NA
- Implementation of EMEA and Canada French Chat Process
- EP/DE Initiative: Cost Saving Project
- Special Call Team - Transition from mailbox to Salesforce

## TOOLS/APPLICATIONS

- SFDC
- SAP- Business Object
- MS Office tools - Excel, PowerPoint, Word
- Share point
- Oracle – HCM
- Workday

## EDUCATION

- **MBA (Finance)** from Pondicherry University
- **B.Sc** from VKSU (Sasaram)

## CORE COMPETENCIES

- Providing effective resolution to customer queries and improving relationships with the customer by anticipating their requirements, thereby ensuring a positive customer experience
- Standardize Project control mechanisms. i.e., release planning, progress tracking, estimating, resource planning and allocation, issue and risk management.
- Develop strong working relationships with all key stakeholders including, Business Partners, Subject matter experts, Product Owners, Project Governance.
- Accepting approved changes effectively by defining change, re-baseline timelines and adjusting resource allocation.
- Driving revenue goal by meeting daily, monthly and yearly production target.
- Experience in BPO, Insurance and Banking domain.

## CREDENTIALS AND CERTIFICATIONS

- Certified in Lean Six Sigma Black Belt
- Certified in Lean Six Sigma Green Belt
- ITIL Service Lifecycle
- Business Object Reporting
- Certified in T-100 Banking (BFSI) Modules.

## PROFESSIONAL EXPERIENCE

### RESOURCE PRO

Assistant Manager – Service Delivery

July 2023-Till Date

#### Key Responsibilities: -

- Proactively seeking opportunity to improve client experience and drive business growth.
- Taking care of New Client Onboarding and managing support functions
- Supporting USA based business development functions effectively in acquiring new clients and developing existing clients.
- Responsible for ensuring a smooth client transition from an onshore or alternate offshore location.
- Ensuring all department activities comply with information security policies.
- Managing and coaching direct reports to be effective in both client management and people management.
- Identifying, developing and retaining high potential employees by providing effective leadership, coaching, training and performance evaluation to team members and their supervisors.
- Accountable to oversee the daily operations of each client teams.
- Responsible for client satisfaction, client management and enhance client relationship.
- Execute company-wide client related programs to ensure consistent service delivery.

### INTRADO

Sr. Operations Supervisor

July 2016-June 2022

#### Key Responsibilities: -

- Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives.
- Maximized productivity and management systems by establishing specific goals and managing operations.
- Handling phone, email, chat and PMO support teams.
- Accountable for project assignments, team's performance and reporting to Senior Director.
- Lead, motivate, and support a large team within a time-sensitive and demanding environment, including setup and implementation of career development plans for all direct reports and problem resolution
- Accountable for maintaining CSAT, MIS, KPI and Various Internal Reports
- Handling team with differences, keeping control on attrition and resolving team's dispute
- Taking quarterly performance review meeting with agents and Team Leads
- Track staffing requirements, hiring new employees as needed

### INTERCALL Team Lead

Nov 2014 – July 2016

#### Key Responsibilities: -

- Responsible for recognizing and suggesting methods to improve efficiency and service to both internal and external customers
- Provide productivity feedback and coaching on a regular basis to each team member
- Investigate issues and recommend solutions to management as necessary regarding order problems, customer issues or any area of concern
- Working with various internal departments and making sure that client's issues are addressed properly
- Handling end to end activities of team on escalations.
- Assisting the team as subject matter expert.

**INTERCALL** Designation: Conference Administrator, Role: Project Assistant

**Dec 2013 – Nov 2014**

**Client: - Multiple (Barclays, Deutsche Bank, Pfizer etc.)**

**Key Responsibilities: -**

- Identifying the client's need on their conferencing requirement
- Taking care of mass deployment within the given turnaround time
- Responsible for successful completion of projects task assigned
- Assisting management in preparing for their report for presentation
- Trend Analysis for billing and costing
- Providing support during pre/post sales process
- Preparing various dashboards on cost, revenue, margin and projections

**INTERCALL** Customer Service Client Specialist (Account Management Team)

**Oct 2011 – Dec 2013**

**Client: - Multiple from Banking, Automobile and Pharma Sectors**

**Key Responsibilities: -**

- Worked with various internal departments (i.e. PCS, Reservation, SD, App Support, QCD, BCO etc.) for customer support.
- Prepared Project Tracker for the team and accountable for modifying/reporting it every month.
- Assisting colleagues on SFDC cases, Outlook and Excel related queries.
- Working on various applications for daily work activity i.e. SFDC, IOL/TCC, ICRM/ACE, MetraCare, OLR, GEDI, Everest and different FTP sites.
- Providing IOL/TCC admin access and creating Username for selected companies (DB, BP, TRW, EarthLink etc.)
- Training new agents and assisting them on customer queries
- Accountable for new company/Account/Owner implementation
- Handling credit related request.
- Sending invoices and making required changes in MetraCare
- Handling invoice failure cases, detecting the errors and updating in blast spreadsheet.

**INFOSYS** Process Executive

**April 2010 – Sep 2011**

**Client: - SunTrust Bank, USA**

**Key Responsibilities: -**

- Steered efforts in investigating three major fraud activities in the U.S. Banking sector i.e.
  - ✚ Deposit Fraud Detection
  - ✚ Check Fraud Detection
  - ✚ Bank Card Fraud Detection (Debit Card and Credit Card)
- Accountable for detecting fraud and closing or blocking the relationship of fraudster account
- Extensively interacted with the clients, generated ICRM Case and made general entry for fraud loss
- Accountable for maintaining MIS, running QC tool and assigning the same to the team.