**Naresh Goura**

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**Seeking assignments in Process Management / Operations / Customer Support with an organization of high repute**

**Professional Synopsis**

* An Astute Professional with over 14 years of experience in the areas of process management, operations, delivery, training and development.
* Reviewing and prioritizing the requests placed by the clients.
* Ensuring the requests are completed thoroughly and accurately within the appropriate time frame
* Take an active role in meeting the Client SLA's.
* Track team metrics in a detailed and timely manner; proactively monitor Service Measures and escalate any potential service issues.
* Responsible for team members Performance Evaluation, Career Counselling and Recognition.
* Provide appropriate support and ensure compliance in followed as per client policies/practices.
* Maintain up-to-date knowledge of client policies, statutory requirements and special handling procedures.
* Required to identify, assess, and resolve complex issues/problems within own area of responsibility and operating largely independently.
* Prioritize own activities and assist team members as needed in order to meet client deadlines and quality standards.
* Provide input into process improvement opportunities and may oversee defining standards for new processes and reusable processes.
* Leads and sustains a positive work environment that fosters team performance through own work and behaviour.
* Oversees the work of others leading a small size team and provides first level advice on procedures/work methods.
* Monitors and reviews incoming requests for completeness.
* Participates in cross-functional training and fulfils team backup responsibilities as assigned.
* Research and resolves data entry and other discrepancies.
* Responsible for implementation of organizational initiatives within own team.
* Reads and understands all communications regarding client and HR Services processes to remain current with all job responsibilities.
* Perform audits.
* Ensures that all of the above responsibilities occur in accordance with the Statement of Work and Service Level Agreement with Clients.

**Experience**

**RMSI Pvt. Ltd.,**  **Sept 2016 to Till Date**

**Client :** Apple

**Project Name :** Subsrate and Drive coding

Designation **:** Assistant Project Manager

**Team Size : 8**0

**Project Description:**

The purpose of the US substrate build process is to create a basic map which will be used as a base to build Apple map for the United States.In this project, editors are supposed to create the geo & add initial attribution based on the sources available as the specification mentioned by the client, where we are basically digitizing the geo & attributing the same.

**Responsibilities :**

* This is a role which includes assisting the Project Manager in Readiness.
* Planning and Execution of different projects.
* Analyze and troubleshoot problem areas within the projects and provide status reports of projects to higher management.
* Prepare and analyze scorecards on weekly basis in execution stage of projects.
* Communicating and following up with the Clients for sources, specifications and project requirements.
* Documentation work of projects.
* Preparing the SOP for the projects.
* Confirming the metric for different processes in the projects.
* Tracking of project deliverables.
* Managing daily, weekly and monthly dashboard of reports and scorecard
* Tracking efficiency of team involved in the projects.
* Preparing performance reviews of team members.
* Identify potential risks in process/project and report or resolve them.
* Preparing MOMs
* Communication on regular basis with Clients, stakeholders and team members via email, telephonic calls, face to face and audio –video meetings.
* Conferences to proactively manage changes in project scope, identify and manage project dependencies &amp; potential crises, and devise contingency plans.
* Documenting “Best Practices and Lessons Learnt”.
* Ensure that the project completes successfully meeting its all objectives scope completion with best quality and within time and budget.

**CGC Converse Technologies Pvt. Ltd.**  **Aug 2015 to July 2016**

**Project Name : RAS GAS - SPEL**

**Client : RAS GAS**

**Team Size : 25**

**Role : Quality Assurance Lead**

**Project Management :**

* Ensuring profitability of operations and supervise all aspects to achieve the desired project objective with PDCA concept
* Preparing the project plan, monitor and track the project till completion
* Collaborating with people and resources as well as integrating and performing activates of the project in accordance with the project management plan
* Translating scorecard objectives into team and individual objectives, understanding business issues as they impact overall project plans
* Managing estimation, design and development, defect tracking, interfacing with various teams, mentoring and productivity improvements
* Monitoring and controlling the identified potential problems in a timely manner and taking corrective & preventive actions.
* Ensuring the project will employ with systematic quality activities to meet requirements
* Managing a team of 30 members and different projects companies for one of the MNC client

**ROLTA INDIA LIMITED, Hyderabad Dec 2014 to June 2015**

**Project Name :** IGN (National Geographic & Forestry Institute)**.**

**Role :** QC

**Team Size :** 20

Role : Sr. GIS Engineer

**Project Description:** The update and capture of all the features are to be carried out based on the ortho photography provided on the extents of the reference parcels and 20 Mt wide buffers surrounding them. Adding the missing features and improving erroneous geometric positioning by using photo interpretation. We have to capture all the Vegetation features, Other Natural Features, Development areas and Water Bodies seen on the ortho image within Reference Parcel Boundaries.

**Genesys International Corp. LTD., July 2012 to Dec 2013**

**Project :** POI to AOI Conversion

Client : Apple

Team Size : 25

Role : ATL

Plat Form : Arc Gis

**Project** **Description:**

To carry out good research for POI to identify correct location and geometry from Business sites /Public source (Only when the polygon geometry is not obvious from imagery).

**Mahindra Satyam BSG Limited, Hyderabad June 2006 to June 2012**

**Project :** Synergy Projects

**Client :** Navteq

**Team size** : 20

**Role** : Assistant Project Lead (Quality)

**Project Description:**

In this contractor will code synergy project by attributes using drive files on function class 1-4 roads. All task will be assigned by team wise. i.e. Team1 task will be add or adjust geometry and update attributes. Team2 task will be coding transport and POI. Team3 task will be driver alerts, speed limits and speed category. Team4 task will be coding traffic signals, Ped traffic signals and Ped crossings. Team5 task will be coding priority roads.

**Responsibilities :**

* Worked with Project Lead to resolve identified risks and issues

**2.Project :** Transport Projects

**Client :** Navteq

**Team size** : 15

**Role** : Assistant Project Lead

**Project Description:**

This Project will enhance the navteq database by updating the Truck related attributes. In this Project we are updating Truck related attributes like height, weight, length, Width, Legal restrictions and Traffic signs to the respective street features on the client database based on the video images provided by the client.

**Responsibilities:**

* Worked with Quality Team Lead as SME.
* Online checking and Doubt clarifications at associate desk.
* Providing online feedback after checking.
* Conducting Feedback and training sessions to the team members.
* Identifying &resolving the technical problems from the production and QC end

**Achievement**

* Awarded POB’s for High Productivity, High Quality Standards & Process Improvement.
* Successfully executed projects with NAVTEQ as a APL (Assistant Project Lead) with 99.5%Quality
* Completed Synergy projects within time and maintained 99.5% Quality, 100% RFT for more than 1 year 6months; a milestone in the history of Mahindra Satyam (GIS Navteq Process).
* Received rewards fo delivering project within the time line with 99.9% quality.
* Received gold star Award for 2020 which is most prestigious award in RMSI
* Recently promoted as a Assitant prject manager

**Qualification**

* **B. Com (Gen) from** Osmania University Hyderabad.
* **MBA (Marketing)** from Osmania University Hyderabad.