

C PRADYUMNA

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SUMMARY

I am a seasoned professional with extensive experience of 16+ years @ Dell in leading technical support and order management operations. My focus on process optimization has consistently driven efficiency and enhanced order processing performance. My collaborative approach with cross-functional teams has fostered strategic improvements. I am recognized for my strong leadership skills, effective communication, and ability to leverage data analytics for actionable insights

EXPERIENCE

Advisor Financial Analysis - Global Cash Flow

Dell Technologies

📅 05/2023 - Present

Responsible for providing Global financial analysis and support to Global Cash Flow teams

- Collaborated with Global Cash Flow teams, delivering regional insights on Open Cash KPIs
- Designed and developed interactive Power BI dashboards for performance monitoring
- Created and maintained an Open Cash Balance Scorecard for KPI tracking
- Achieved a 15% reduction in Global Open Cash, equivalent to \$31 million, within three quarters by providing regular reviews and actionable insights to regional stakeholders
- Played a key role in establishing Open Cash KPI targets, leveraging historical data and regional weightage
- Championed standardized reporting practices across Global Cash Teams

Manager - Order Management

Dell Technologies

📅 08/2019 - 04/2023

Responsible for managing and optimizing order management operations, including a team of 20-25 individuals

- Led end-to-end order processing in the India Region achieving a zero customer return rate
- Managed daily operations with a focus on productivity, backlog reduction, and execution of orders
- Mentored a team of 20-25 professionals, increasing productivity by 20%
- Reduced order processing time from 0.5 days to 0.2 days and optimized handling times for commercial (13 minutes) and retail orders (10 minutes)
- Implemented RPA (Robotic Process Automation), cutting handling time by 5 minutes for retail orders
- Improved Global First Pass Yield to 92% (4% improvement) through process reviews and collaboration with Stakeholders
- Developed training materials and conducted onboarding for consistent performance
- Successfully facilitated the promotion of six team members to Senior Order Specialist roles, fostering career growth and development within the team

Manager - Technical Support

Dell Technologies

📅 08/2016 - 07/2019

Managed and motivated large teams, fostering customer-centric approaches and operational excellence

- Cultivated a customer-centric culture with high satisfaction scores
- Maintained a 90% Customer Satisfaction score over seven consecutive quarters for NA Premium Queue
- Implemented a "Resolve or Escalate" approach for effective issue resolution
- Managed and mentored teams of 25-35 members to achieve organizational objectives
- Achieved an impressive 110% productivity rate as a team, demonstrating exceptional leadership and team management skills
- Led Productivity for NA Premium Queue. Achieved an 85% Service Level and improved AHT to 37 minutes (Target: 40 mins)
- Implemented an innovative automated IVR outbound process, enhancing customer experience by 3% and reducing outbound calls by 5% leading to cost savings

STRENGTHS

- 🚀 **Operational Excellence**
- 🏆 **Leadership and Team Management**
- 🧠 **Process Improvement and Automation**
- ✓ **Customer Service and Relationship Management**

CERTIFICATION

Dynamics 365 Fundamentals Finance and Operations Apps (ERP)

Microsoft certification in Dynamics 365 Fundamentals Finance and Operations Apps (ERP)

KEY ACHIEVEMENTS

- 🏆 **Team and Leadership Awards**
Recognized as the Best Team Manager in 2017 and 2021 and honored with the Michael Dell Champions Award in 2014 for exceptional performances and exceeding performance goals
- 💎 **Global Open Cash Reduction**
Achieved a 15% reduction in Open Cash, equivalent to \$31 million, within three quarters by providing regular reviews and actionable insights to regional stakeholders
- 💎 **Improved Global First Pass Field (APJC Region)**
Enhanced Global First Pass Yield to 92% (a 4% increase) through process reviews and strategic collaboration with stakeholders
- 💎 **Deploying RPA (Automation)**
Implemented RPA (Robotic Process Automation), cutting handling time by 5 minutes for retail orders
- 💎 **Enhancing Productivity & Handling Time for NA Premium Queue**
Led productivity initiatives for the NA Premium Queue, achieving an 85% service level and reducing AHT to 37 minutes, surpassing the 40-minute target
- 💎 **Automated IVR Outbound Process**
Implemented an automated IVR outbound process, enhancing customer experience by 3% and reducing outbound calls by 5% leading to cost savings

EXPERIENCE

Technical Support Coach & Associate

Dell Technologies

12/2008 - 07/2016

Led and mentored technical support teams, managing escalations and improving team proficiency

- Led and mentored technical support teams, fostering a customer-first culture
- Provided support for complex hardware and software issues
- Managed a team of 15-20 support engineers, handling over 2500 blended calls monthly
- As a Coach, Enhanced team resolution by 10%, exceeding performance goals and reducing Average Handling Time in premium queues
- Implemented training programs to enhance team proficiency
- Managed escalations, serving as a liaison between customers and internal departments
- Developed performance management frameworks, improving satisfaction and productivity metrics

EDUCATION

Master, Computer Application

Osmania University

06/2005 - 01/2008 India

B.Sc. Computer Sciences

Osmania University

01/2002 - 01/2005 India

SKILLS

Operational Excellence

Coaching & Feedback

Process Improvement Technical Support

Order Management

KPI Analysis & Improvement Excel

Microsoft Power BI Leadership

Performance Management

Dynamics 365 ERP Fundamentals

KPI Reporting Team Management

Deploying RPA(Automation)