**DIPESH KARIYA**

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***‘’*** ***Excellent communication and organizational skills, a strong work ethic and determination to succeed. These unique capabilities would be a major asset to a company seeking to improve client satisfaction and service.****”*

***Synopsis***

* A professional with nearly 10 years of total experience. Well versed in managing, motivating and leading team for running successful business process operations with proven ability of achieving Service Delivery / Process Targets. A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas. Proficient at maintaining cordial relationship with clients, ensuring quality and service norms, thereby achieving customer satisfaction and business retention. A skilled communicator with excellent relationship management, leadership, interpersonal and analytical skills. I am able to maintain cultural sensitivity and have a solid rapport with members of diverse groups that promotes team cohesiveness.

***Areas of Expertise***

***Operations Management***

* Interacting with clients to review and resolve operational issues as well as implementing new process & procedure changes. Conceiving/implementing short/long-term business plans for achievement of organizational goals and objectives. Conceptualizing, implementing & stabilizing initiatives to standardize processes and uniformly implement best practices across different BUs and functions as applicable.

***Process Management***

* Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level. Creating & implementing workflows to facilitate improvements by identifying service delivery gaps, offer solutions and successfully implement ideas to enhance products and services. Conceiving/rewarding continuous improvement initiatives and ensuring seamless integration into the Production environment.

***Quality*** ***Management***

* Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes. Setting out quality standards for various operational areas and ensuring adherence to quality standards by conducting quality audits & calibrating the scores with quality team.

***Team Management***

* Identifying and implementing strategies for building team effectiveness by promoting a spirit of co-operation between team members. Planning targets, monitoring numbers and achievement of overall targets on a daily, weekly & monthly basis in adherence to the pre-set standards. Interacting with employees to plan their development and evaluating the progress made as well as provide development opportunities, coaching and resources.

***Professional Experience***

**S&P Global Market Intelligence**

***Solutions Manager, Investor Relations Product Operations***

***Dec, 2015 – Present***

* To lead major external as well as internal projects as the lead project manager. Also, provide assistance to sales and customer services team and design strategies to ensure success of business teams.
* Work cross-functionally to ensure the IR Product Operations team has the latest training and all the resources (training documents, recorded webinars, etc) are up to date.
* Develop and maintain relationships with a few of high profile client(s). Ensures that comprehensive quality, and project management plans for projects of a complex nature are prepared and maintained.
* Maintain effective relationships with product line management, operations lead and various key stakeholders and recommend resolutions as per specification.
* To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
* Schedule and participate in various customer meetings and ensure achievement of satisfaction of all services.

**SNL Financial**

***Assistant Manager, Investor Relations Product Operations***

***Mar, 2012 - Dec, 2015***

* Successfully managed the activities of ~20 team members in multiple locations. Lead on and off-site customer support teams across multiple time zones.
* Developed, implemented and monitored programs to maximize customer satisfaction and manage on-site customer service representatives.
* Improved service quality to increase sales by developing a strong knowledge of company's products and services.
* Addressed negative customer feedback immediately.
* Assisted managers to recruit manage and mentor an average of ~3 new analysts per year across geographies.
* Provided a high level of product and leadership support to representatives and clients. Developed rapport with the customer base by handling difficult issues with professionalism.
* Effectively communicated with team members to maintain clearly defined expectations.
* Effectively managed departmental expenses to stay within allocated budget.

**SNL Financial**

***Senior Analyst, IR Product Operations***

***Mar, 2010 - Feb, 2012***

* Manage incoming client based inquiries & requests while proactively reaching out to clients to address outstanding issues and to promote new product features and enhancements.
* To provide proactive enhancement ideas to product and account management aimed at driving usage and in turn driving annual contract renewal increases.
* Work with third-party vendors with the goal of providing increasingly seamless services and support to clients. This includes developing customized solutions for specific clients to meet individual and specialized needs and deadlines.
* Partner with product teams on the timely and thorough testing of SNL Financials products, with an eye toward the client experience. Plus, performing a small % of UAT to make sure the newly built enhancements are error/bug free
* Schedule client visits to provide opportunities to Account Manager and Senior team members to conduct client demos
* Build IR sites in order to take client live so client can utilize in conjunction with home site
* Perform regular audits to proactively catch errors on behalf of client
* Partner with peers on special projects as assigned by Manager(s)
* To double check the product issues within department and to provide assistance being a leader for junior colleagues
* Schedule training sessions for newly joined bodies

**SNL Financial**

***Analyst, IR Product Operations***

***Oct, 2008 - Feb, 2010***

**Motif Inc.**

***Customer Service Specialist***

***April, 2008 – Sept 2008***

* Reply to inquiries and questions from North USA clients regarding their billing issues, handle complaints, troubleshoot problems and provide information.
* Peer coaching (provided support and guidance to coworkers)

**Vodafone Telecommunications**

***Call Center Executive***

***April, 2007 – Mar, 2008***

* Peer coaching (provided support and guidance to coworkers)
* To complete call logs + produce call reports
* Answer incoming calls from customers to take orders, reply to inquiries and questions, handle complaints, troubleshoot problems and provide information.

***Education***

**Executive MBA (Major: Operations)**

*Shanti Business School – May 2015*

***Personal Details***

**Date of Birth:** Jan 16th, 1986

**Residential Address:** B-102, Alice Hills, Near St Mary School, Ognaj Gota Road, Ahmedabad 380060

**Language known:** English, Hindi, Gujarati, Marathi