



Arun Warriier

Service & Delivery Excellence



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Additional General Manager- Delivery Head (Global Support Services & MS Head -Telecom)

Strategic Partner to Sterlite Tech's Software Business Deliverables

Sterlite Technologies Ltd.

Ahmedabad, Gujarat

Profile Snapshot

- An astute, results-oriented leader with proven success of over 18 + years in Program Management, Project Management, Operations Management, Support and Managed Services, Process Management, System Implementation, People management, Quality Management, Customer Relationship Management & Team Management.
- Played key role in making MTS revenue generating circle post re-launch in 2012 with CDMA technology.
- Transformed Elite core from a highly people dependent company to a process driven organization, and supporting them in ISO 9001:2015 certification and preparing for the next level (ISO 21000) of certification
- Created a strong team for support & managed services vertical to handle 32 + unique accounts.
- Improved profitability for support services with process driven service execution.

Experience

Global Support Services & MS Head (Telecom)

Delivery Head (Program Manager)

May 2015 till date

Key Deliverables

- Responsible for establishing the software division as service brand in the field of Telecom and Data organization, acquiring new business, sales targets with CR, ensuring high customer orientation and support
- Leading COE team for Cloud support.
- Managing P&L for Support and MS
- Transforming and driving a high revenue generating base with 50% gross margin through strong customer service, engagement & loyalty programs
- Ensuring that the capabilities needed to meet the objectives in capacity, service quality, efficiency improvement, smooth project initiation and project support are identified and appropriately established
- Managing ISO 9001:2015 and a lead internal Auditor

Achievements:

- Highest GPTW scores since 2018
- Awarded best manager twice
- Awarded for timely completion of MTNL program

MTS Group (SSTL)

Manager – Service Operations

Kerala & Gujarat

Aug 2010 – May 2015

Key Deliverables

- Heading roll out / UAT for BSS operations
- Responsible for assuring term compliance
- Managing franchisee, retails and call centers for increasing effectiveness in customer management, service and support, and overall process efficiency
- Migration of Application
- Postpaid and prepaid acquisition management

Achievements:-

- Successfully heading new CRM UAT of 3.0 and 4.0 Versions along with migration.
- Have been part of Future Leaders League selected by management.
- Successful completed UAT for 3 circles including Gujarat, UP-East and UP- West and Completed MNP testing within timelines which helped in receiving clearance for Circle Launch.

Tata teleservices Ltd.

Assistant Manager- CMBU (Head Prepaid Service)

Gujarat

Nov 2008 - Aug 2010

Key Deliverables

- Responsible for prepaid acquisition process
- Handled Technical / non-Technical complaint management of prepaid business
- Managing monthly TERM data base submission
- RCV/Voucher Management.
- Handling monthly TERM audits
- Retailer Helpdesk Portal management
- Responsible for sending reports to top management pertaining to circle performance
- Handling circle service team for seamless operations
- Churn management

- **Reliance Integrated Services Pvt Ltd** (Nov 2007 – Nov 2008), Managing PAB Business, Field engineers, Activation management
- **Idea Cellular Ltd** (Sep 2005 – Nov 2007), Managing Customer service operations for tech and non tech queries/complaints

- *Hutchinson Essar (now VIL- For Magus customer Dialogue), (May 2004 – Sep 2005), Customer service*

Qualification

- Postgraduate diploma in Information Technology – SCDL
 - Lean Six Sigma Green Belt (KPMG)
 - ISO 9001 :2015 Lead Auditor (DNVGL)
 - Foundation- Agile Scrum Foundation
 - B.Com in Accounts & Statistics from Gujarat university
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