

Raghupati Biswanath Behera

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CAREER SNAPSHOT:

A seasoned professional with 9 years of experience in the BPO Industry, Niche experience in handling clients globally USA, Philippines and Indian Clients. Rich and varied experience in **as Operation Team Lead, Delivery Management, Training & Quality Management, Stakeholder Management, Resource Optimization, Team Management, Performance Metrics & KPIs.**



Wipro Jan'21 to Till Date: Operations Team Lead (Quality) Location: Hyderabad

ROLES AND RESPONSIBILITIES:

- Managing BCP to ensure no impact on Business
- Identify potential risks before they become a problem, focusing on the Root Cause Analysis (RCA) & preventive actions
- Evaluate & coordinate Operational, Quality Metrics, Administrative, IT & HR issues for the team
- Managing & ensuring for new joiners Process Training with all Tools up & running
- Working with risk team to assure all security concerns are adhered and maintained and is being monitored
- Preparing of Weekly, Monthly & Quarterly review report on Process Performance & share with Management
- Queue management to have an effective resource Utilization
- Team specific attrition & absenteeism management & responsible for weekly roster & maintaining the shrinkage
- Responsible to checking weekly Team performance & validate if any dispute
- Preparation of Weekly, Monthly & Quarterly Business Review with stakeholders & Presentation
- Provide Coaching & Feedback to direct report positions to ensure satisfactory performance level
- Managing Day-to-Day Operations, Team management, business transformation, Client SLA & Stakeholder Management & Customer Outcome Measures
- Staffing projections on weekly basis to meet weekly billing Heads & optimum resource utilization
- Enabled responsibilities of maintaining weekly/monthly meeting Billing heads
- Designing various Line of business KPI & Incentive structure SOPs
- Responsible for hiring's for Quality Auditors to review audit
- Developing strong interpersonal relationship with the team cohesively bond them together with the vision of core values of the client by conducting monthly 1X1
- Build a strong team through coaching, mentoring, specific training & performance evaluation.
- Responsible for sending team/individual performance report on weekly basis
- Being active participation of Hiring the new joiners & Training
- Performing real time Monitoring

Significant Achievements:

- Received two times best Team Leader award for maintaining the performance
- Received three times Client Appreciation for managing the business smoothly & Collaborate working
- Managed well WFH effectively during Pandemic
- Worked on Up-skilling session & resource utilization effectively
- Team performance maintained above 95% as an average performance for the team in all categories
- 0% attrition rate in Q3 202

Conneqt Business Solution Ltd April 2017 to Dec 2020: Operations (Team Leader) Location: Hyderabad

Supporting as L2 desk Team Leader (operation) for one of the domestic client in social media for Prepaid & DTH LOBs in Tele Communication. The process is working on Live tweets from X (formally named as Twitter) & Facebook to understand customer issues & respond as per policy or escalate to respective regions for closer

ROLES AND RESPONSIBILITIES:

- Responsible for managing 20 members in L2 Desk for Prepaid & DTH LOBs
- Managed for BCP plan during Pandemic to minimize impact on Business
- Preparation of weekly roster for entire team with maintaining 10% shrinkage
- Daily reports on pending cases to stakeholders and respective regions for closer
- Analysis on low C-SAT for each tweets & way forward for coaching & feedbacks
- Responsible for monthly PMI parameters validation for entire team
- Monthly 1X1 with the teams to understand pulse
- Responsible for cascading Process updates to the team
- Effective management of Queues to meet daily/weekly SLA
- Following up with respective regions for closing the critical cases

Bharati Uniform: Nov 2014 to Dec 2016: Tele Marketing Executive, Hyderabad

Supporting as Tele Marketing Executive to check requirement of school/collegeuniforms & process the order with end to end until delivered

Significant Achievements:

- Certified with PS1 certification from Centum Learning Center – 2018
- Received best Team Leader Award for two times – 2019
- Conducted 02 training batches with minimal attrition
- Rewarded by the HR team with 0% attrition consecutively for 6 months – 2019

Licenses & Certifications:

- Wipro Art of Business Communication (Sep-2023)
- Basics of Lean Six Sigma (Wipro Oct-2023)
- PS1 (Centum learning center-2019)
- TTT certified (Centum learning center - 2019)
- ITIL 4 training completed (Certification is yet to complete)
- Project Management 101

Academic Profile:

- Diploma in Embedded System : CDAC, Kolkata with 72.14% - 20013
- B-Tech in Electronics & Communication Engineering : BCET under BPUT University with 71.8% -2012
- 12th Intermediate : Science (PCMB) from F.M Junior College with 69.99% - 2008
- 10th General : Balasore Zilla Score with 87.2% - 2006

Personal Details:

- Date of Birth: 10th May 1991
- Father's Name : Budhiram Behera
- Mother's Name : Annapurna Behera
- Marital Status : Single
- Languages : English, Hindi, Odia & Bengali