### ***ADRIAN PHILIP GOMES***

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### ***Professional Synopsis***

*16+ years of rich experience in various roles and capacities serving global clients across section of industries like Telecommunications, US- Healthcare, Retail and Mortgage. Set up and led multiple new businesses across locations. Cross-functional experience in managing operations, training, focusing on maximizing customer satisfaction, operational efficiency, process compliance and quality. Ensuring year on year efficiency gains for business. Experience in transitioning operationally and managing back office, chat and voice line operations. Consistently ranked amongst the Top 10% within all of my past employers and rated highly as a People’s Person, with a focus on CSR as well.*

***Career Highlights***

* *40+ FTE efficiency benefit through automation and process simplification in the last 2 years with over €500K savings*
* *Call volume transfer reduction from 33 % to 17%*
* *Travelled to New Zealand for Vodafone Annual Conference*
* *Global Project completed with over $ 400K in savings*
* *Managing Social Corporate Responsibility Team Events across organization*
* *Rewarded Retention Champion & OptumHealth Heroh*
* *Continuous high Employee Engagement Survey scores*
* *Transitioned multiple new businesses across Tier 1 & Tier 2 locations*

***Overview***

* *Sep 2017 – July 2020 : -* ***Vodafone***
* *Sep 2016 – Sep 2017 :-* ***Concentrix***
* *Oct 2008 – June 2016 :-* ***UnitedHealth Group***
* *Mar 2005 - Oct 2008 :-* ***InfoVision Group***
* *Mar 2004 - Sep. 2004 :-* ***DELL International Services***
* *Aug 2002 - Sep 2003 :-* ***Bay View Technology Systems Pvt. Ltd***

***Work Experience***

Vodafone Shared Services– Deputy General Manager *(w.e.f.July 2019)* ***Sep 2017 – July 2020***

*Responsible for managing the entire vertical of Vodafone NZ with VSS - back office, chat and voice operations. Successfully expanded and set up operations in Pune. Grew business operations from 67FTEs to 700+ FTEs in two years. Ensuring effective audit transactions and streamlining customer journey for improved customer satisfaction survey scores.*

* *Started the webchat channel for Vodafone NZ. NPS trending at +50 points*
* *Responsible for three lines of business – back office, chat and voice operations*
* *Responsible for driving cost initiatives and maintaining high NPS through strong delivery focus and continuous improvement projects*
* *Ensure compliance with internal policies engagement when the team is growing and future business is expected*
* *Strong client connect through weekly/monthly performance meetings*
* *Responsible for staff development, staff planning to meet service requirements and involvement in recruitment process as necessary*
* *Create a work force requirement plan to manage performance and behaviour of front line supervisors through effective meetings, coaching and mentorship*
* *Administering employee motivation & retention, revenue & growth in margins, performance and SLA Management*

Concentrix - Operations Manager***Sep 2016 – Sep 2017***

*In my role with CNX, I was responsible to ensure site level deliverables, meeting and exceeding client set SLAs. Ensured that revenue targets were met through performance improvement and efficiency gain benefits. Managed payer domain.*

* *Identifying performance and expectation gaps and facilitating a resolution*
* *Coach & mentor Team Lead and Team Managers*
* *Collaborating with Business Partners/Recruitment Team*
* *Conducting training for span on organizational level awareness*

UnitedHealth Group – Service Delivery Manager***July 2015 – June 2016***

*In my role as SDM, I was responsible for managing the complete provider setup for OH across two sites with a span of 90+ FTEs; both teams were set up and led by me. Awarded ‘Retention Champion’ and ‘OptumHealth Heroh’. Successfully led a global project with a savings of $ 400K. Managed payer and provider domains.*

* *Follow standard practices of UHG and HIPAA to communicate with personnel about potential threats to the work environment of business operations*
* *Part of Employee Engagement Committee as Vital Sign Champion to drive the project to enhance the "Our People First" initiative*
* *Monitor, measure and report performance metrics and implement incentive programs*
* *Developing, motivating and retaining employees and challenging the team to set ambitious goals*

*Other positions held (Prior July 2015)*

***Deputy Manager- Operations Feb 2013 – July 2015***

***Assistant Manager - Operations******Oct 2008- Feb 2013***

InfoVision Group – Gurgaon

***Team Leader* July 2007 – Oct 2008**

***Team Developer* Nov 2005 – June 2007**

***Sr. Customer Representative Executive* Mar 2005 – Nov 2005**

DELL International Services, Bangalore

***Technical Support Associate* March 2004- Sep 2004**

##### BAYVIEW Technology Systems Pvt. Ltd, Kolkata

##### *Contact Centre Associate* Aug 2002 – Sep 2003

***Trainings & Certifications***

* *Agile – Vodafone, 2019*
* *Lean Six Sigma Green Belt Certification – UHG, 2015*
* *DISC – UHG, 2009*

***Awards***

* *Vital Signs All Stars*
* *OptumHealth Heroh*
* *Retention Champion*

***Personal Details***

*Academic Qualification : Bachelor of Commerce Hons. (2001 - St. Xavier’s Kolkata), Post Graduate (Travel & Tourism) (2004)*

*Linguistic Ability : English, Hindi and Bengali*