Sumit Kapoor

**Tel**: 9711326010

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* Organized, self-starter and a fast learner with a total of **9 years** and **6 years** in training
* Industries worked in: **BPO-Customer Service and Telecom**
* Brands/Companies Worked in**: MphasiS India, IBM Daksh , Idea cellular, Essar, Virgin Mobile and Sistema Shyam Tele Services limited**
* **Job Profile Competencies** :
* Standardizing and streamlining training calendar and conducting the training accordingly.
* Ensuring higher quality on training delivery and training effectiveness PAN GUJARAT .
* Extensive knowledge in designing and maintaining Knowledge Management Portal
* Identifying areas of opportunities through data and organizing up-training programs
* Handling Partners and Vendor Management
* Writing non -technical articles
* **Functional Area**: Training & Development
  + - Service Partner Management
    - Developing Knowledge Management Portal
    - Cross Cultural Sensitization
    - Content Development
    - Train the Trainer Program

Career Details

|  |  |  |
| --- | --- | --- |
| **Period** | **Organization/Location** | **Roles** |
| **Oct 2010 Till Date** | **Sistema Shyam Tele Services limited** | **Training Head - Gujarat** |
| June 09 till - Oct 2010 | Virgin Mobile India LTD | Asst. Manager – Training |
| March ‘08 – June ‘09 | Aegis BPO Limited – Noida, India | Manager – Training |
| April ‘07 – March ‘08 | Asst. Manager – Training |
| May ‘06 – March ‘07 | IDEA Cellular Limited – Delhi, India | Asst. Manager Training |
| Oct ‘04 – Apr ‘06 | IBM Daksh Business Process Service Pvt. Ltd. - Gurgoan, India | Process Trainer  **(Transitioned a Process DnB)** |
| Mar ‘03– Oct ’04 | SR. Tech Support Executive |
| May ‘02 – Mar ‘03 | MsourcE India Pvt. Ltd. – Bangalore | Customer Care Executive |

Work Experience

Present Employer: **Sistema Shyam Teleservices Ltd (Oct’10 till date)**

Working as a Lead – Customer Service and Development

* + - Coordination with Internal Stakeholders/Clients
    - Handling Training requirements for CSD (Customer Service and Delivery), Sales and

Retail department

* Conduct TNI and trainings for the CSD Team, Branded Retail Outlets, zonal Teams and other back office teams.
* Service Partner management
* Conduct Training for Partners and vendors based on requirement and TNI
* Managing NPL (New Product Launch’s)
* Handling Knowledge Portal for Gujarat Circle.
  + - Preparation of flow charts, process documents, design documents and related modules
    - Create monthly training calendar and dashboard for Gujarat.
    - Identify capability gaps and develop plan to close gaps in terms of knowledge, skills for

CSD team Members

* Analytics & Dashboard Reporting of Training needs attendance, Man Hours, Costs and Feedback to the various Business Unit and Senior Management
* Conduct Job Knowledge Assessment for CSD team on fortnightly basis
* Conduct surprise Audits at contact centre to ensure proper documentation and adherence of Training Guidelines

Previous Employer

**Virgin Mobile India Limited (June 2009 till – Oct 2010)**

Working as a Asst. Manager – Training - Customer Service and Development (Corporate)

* + - Coordination with Internal Stakeholders/Clients
* Developed the entire NHT Process , Content, Curriculum, OJT & 1st month performance matrix
* Managing Contact Centers
* Managing zonal trainings and Operations
* Managing Back Office Training
* Managing NPL (New Product Launch’s)
* Work with Human Resource vender team to hire the right kind of agents via assessment center
* Service Partner management i.e. partner training team
* ID management
* Service partner monthly training bill
* Re visit the training content for updating
* Training MIS management for Contact Centre, Zones, Back Office & NPL
* Liaising with other functions on Launch’s, Updation of tools & give feedback
* Capture Voice if Customer on our services
* CSAT improvement
* Work closely with Knowledge management team to improve the tool
* Work with Service Excellence team on improving output metric’s
* Conduct T3 for all new launch’s

Previous Employers

**ESSAR -Aegis BPO Limited** (April 2007-June 2009)

Working as a Manager - Learning and Development - Customer Service and Development

**Associated with: Vodafone (Telecom)**

A**lso Handled: Cluster Account which includes…**

1. Vodafone UP East – Telecom Product & Process
2. TTSL – Telecom Product & Process
3. LG – Consumer Durables
4. Videocon – Consumer Durables Pre and Post sales
5. Bharti Axa Life Insurance – Insurance Sales
6. HDFCSL – Insurance Sales
7. Fullerton India – Welcome Calling
8. Kotak Life Insurance – Insurance Sales
9. Royal Sundram - Insurance Sales
10. SMC Global – Demat Account Selling
11. ABN Amero CC – Credit card Sales
12. ABN Feedback – Skip Tracing
13. Citi financial – Loan Processing
14. ITGI – Motor Insurance claim
15. HUL – Consumer Durables

**Key Deliverables: Process Management**

* Mapping Business/Process requirements and coordinating in developing and implementing processes in line with the guidelines specified by the organization.
* Managing processes and monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Creating & implementing workflows to facilitate structured support in all areas and issues.
* Overseeing process improvement initiatives through system changes, process re alignment/redefining & efficiency management.
* Achieving goals for productivity and effectiveness as defined in the operational and financial plans.
* Making sure that we also gain advantage on Trainers Score Card.
* Preparing and checking Adherence to Training Calendar

**Team Management**

* Managing a team of Trainers and monitoring their performance to ensure efficiency in process operations & ensure meeting of individual/group targets.
* Ensuring appropriate training to staff and functional groups.   
  Providing coaching, guidance and direction to maximize team effectiveness and productivity.
* Developing effective teams and representatives through leadership.   
  Coaching and mentoring operational execution.
* Mentoring process teams; allocating specific targets after considering the competency level of individual team members.

**Client Servicing**

* Attending customer issues/concerns & resolving them after considering the complexity involved.
* Providing appropriate resources to resolve escalated technical/customer satisfaction issues to ensure a quality support environment and maximize customer based satisfaction
* Implementing quality improvement measures for continual improvement in services, identifying improvement areas and implementing adequate measures to maximize customer satisfaction.

**Quality Management**

* Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLA’s and work processes and thus managing cost-effective operations.
* Setting out quality standards for operational areas and ensuring adherence to quality standards.
* Designing modifications for overall improvement in quality and service standards.

**Professional development**

## Trainings attended at Sistema Shyam Teleservices Ltd:

* + - Performance Management system-4 Days Workshop
    - Instruction Design -3 days’ Workshop
    - Facilitation Skills-3 days’ Workshop
    - Learning Management System

## Trainings attended at ESSAR - Aegis:

* + - Integrity
    - Personal Leadership
    - Professional Leadership
    - People Leadership.
    - Constructive Coaching & Feedback
    - Team Building.
    - Fish Philosophy

## Trainings attended at Idea Cellular:

* + - ISEP O and A Level
    - Service Behavior
    - First Level Resolution
    - Customer Sensitivity
    - Stress Management
    - Collection Based Trainings
    - Selling Skills
    - Motivation at Work
    - Soft Skills
    - Communication Skills
    - Presentation Skills

## Trainings attended at IBM Daksh :

* + - Integrity
    - Team Building
    - Compliance
    - US Culture and Communication
    - Facilitation Training

Educational Qualifications

* Secured 76% in MBA from Amity University (Distance learning) in HR and International Business
* Secured 52% in B Com from S.G.T.B Khalsa College (Commerce Stream), Delhi University in 2000-2001
* Secured 72% in Intermediate (Commerce) from New State Academy, New Delhi.

Educational Qualifications

* D.A.S.T (Diploma in Advance Software Technology) from C.M.C Ltd, Delhi (A Govt. of India Ent.)

## Personal Information

Date of birth: 29th May, 1980

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