


# Lynnden Gomez

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## Profile

A highly accomplished professional with over 20 years of experience in Customer Service. Currently hold the position of Director - Customer Success. Known for an analytical approach to problem-solving and a commitment to maintaining the highest standards of Customer Service. Collaborates closely with clients, understanding needs, fostering positive client relationships, optimizing processes, and enhancing user experiences. Proficient in developing and leading high-performing teams. Exceptional interpersonal and communication skills.

## Key Skills

Decision Making, Communication, Client Relationships, Account Management, Service Delivery, Operations Management

## Work Experience

**Cloudmoyo India Pvt Ltd ( February 2021 – To Date)**

**Designation: Director – Customer Success**

### Internal Operations

- Oversee and optimize internal processes across various departments to enhance efficiency, productivity, and quality standards.
- Develop and implement strategies to streamline workflows, resource allocation, and operational procedures.
- Collaborate with department heads to align goals and strategies, fostering a cohesive and synergistic work environment.
- Analyze data and metrics to identify areas for improvement and implement solutions to drive operational excellence.
- Manage and monitor budgetary allocations, ensuring resources are utilized effectively.
- Expertise in Collaborative Training

### Customer Success

- Develop and implement strategies to enhance the overall customer experience, including onboarding, support, and engagement.
- Establish and maintain strong relationships with key clients, understanding their needs and providing tailored solutions.
- Analyze customer feedback and data to identify trends, areas for improvement, and opportunities for upselling or cross-selling.
- Collaborate with marketing and product teams to relay customer insights and contribute to product/service enhancements.

### Cross-Functional Collaboration

- Foster collaboration and communication between internal teams to ensure a seamless customer experience and operational efficiency.
- Work closely with senior leadership to provide insights and recommendations for overall business growth and success.
- Act as a liaison between departments, promoting a unified approach towards achieving company goals.

## **Conneqt Business Solutions Limited (March 2019 – February 2021)**

### **Designation: Sr. Operations Manager**

- Determine call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analysis
- Identifying and evaluating technologies, defining user requirements, establishing technical specifications for the smooth running of production.
- Meet contact centre financial objectives, preparing annual budget, scheduling expenditures, analysing variances, initiating corrective actions.
- Manage Client relations to provide strong workforce management capability supporting business priorities and future direction.
- Manage team functions – Resource planning, Induction, Performance discussion, Annual appraisals, Training, SKIP, Employee Engagement activities etc.
- Setup monitoring and probing to measure service performance and ensure SLAs are met.
- Assessing customer & client feedback, evaluate areas of improvement & provide critical feedback to the staff on improvement & achieve customer satisfaction matrices
- Accomplish organizational goals by accepting ownership for new and different requests, exploring opportunities to add value to job accomplishments.

## **Concentrix (Previously Convergys) India Services Pvt. Ltd (October 2004 – February 2014)**

### **Designation: Sr. Manager Operations**

- Develop and execute Operational strategies to attain the goals of the stakeholders and Provide strategic advice to the team to allow them an accurate view of the goal
- Design, formulate & implement improvement plans, update escalation matrix, maintain shrinkage, seat utilization, coordinate with support functions, hiring and employee line HR
- Delegate responsibilities and supervise the work of executives providing guidance and motivation to drive maximum performance. Read all submitted reports by subordinates to reward performance, prevent issues and resolve problems.
- Interact with the client to determine the level of satisfaction (CSI) and ascertain areas of potential dissatisfaction.
- Proactively provide workforce management and scheduling analysis and make recommendations for improvement, including recruiting requirements, long term planning, scheduling, and staffing strategies to ensure maximum effectiveness.
- Identify opportunities and drive projects to gain operational efficiencies and manage expenditure, FTE, and process standardization
- Designed & implemented effective quality improvement plans, calibration calls to gauge process efficiency & enhance team accuracy
- Setup adequate monitoring and probing according to SLA definition as to measure service availability, performance and ensure the SLAs are met regularly.
- Analyse problematic situations and occurrences and provide solutions within company guidelines. Supervise staff from different departments and provide constructive feedback.

## **Wipro BPO Services Pvt. Ltd. (June 2002 – October 2004)**

### **Designation: Group Lead—Operations**

- Develop and implement customer support strategies to ensure excellent customer satisfaction
- Lead, mentor, and manage the customer support team
- Ensure that customer inquiries, concerns, and issues are addressed in a timely and efficient manner
- Analyze customer feedback and implement improvements to our customer support processes and procedures
- Collaborate with cross-functional teams to identify and address customer needs and concerns
- Create and maintain a knowledge base of common customer issues and resolutions

- Develop and maintain customer support metrics and reporting to measure customer satisfaction and team performance
- Build and maintain relationships with clients and stakeholders
- Continuously improve customer support processes and methodologies

### **Tracmail (India) Ltd. (February 2000 – June 2002)**

#### **Designation: Team Leader—Operations**

- Team development and performance management
- Adhering to targets and managing Key Performance Indicators (KPI).
- Govern process using SOPs for Operational, Training and Transitional activities.
- Coaching and mentoring the team to improve performance.
- Develop and maintain customer support metrics and reporting to measure customer satisfaction and team performance
- Analyze, monitor statistical information in a timely manner to ensure service Level targets were achieved.

### **Mokab Communications (October 1996 – January 2000)**

#### **Designation: Senior Marketing Executive**

- Mapping customer details and developing sales plan accordingly to the assigned accounts.
- Create monthly, quarterly sales plans for the assigned accounts.
- Preparing sales proposals for prospective clients.
- Handling objections and resolving member/customer conflicts by constantly connecting through member meetings.
- Identifying potential customers and new business opportunities within and outside the venue.

### **Modern Marketing Enterprises (June '93 – August '96)**

#### **Designation: Sales Executive**

- Develop marketing strategy to achieve organizational goals and revenues.
- Defining & implementing strategies for market penetration by identifying & influencing prospective clients.
- Establishing realistic sales plans for the business year and re-assessing the sales situation for the current year.

## ***Education***

Institute of Technology & Management Studies: Bachelor of Business Administration – 2007 - 2010

Institute of Technology & Management Studies: Diploma in Electronics & Telecommunication – 2004 - 2007

***Lynnden Joseph Gomez***