



Akshay Malhotra

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SUMMARY

A talented and effective communicator who has an energetic approach to work and a friendly personality. I have extensive supervisory and junior management experience, and as a hard-working individual prepared to put in long hours. Responsible for driving all areas of the business and for leading teams to deliver results. Also, in charge of monitoring and driving a range of KPIs within a fast paced, high volume environment. Having a methodical & organized approach to work at both individual & team level.

EDUCATION

MDU UNIVERSITY – B. Tech, CSE (2012)

April 2008-July 2012

B. Tech (CSE), MDU UNIVERSITY

Sachdeva Public School (2007 – 2008)

(Affiliated to CBSE BOARD)

Intermediate (CBSE) with a percentile of 83.00 in the year 2008.

Sachdeva Public School (2005 – 2006)

(Affiliated to CBSE BOARD)

X with a percentile of 85.00 in the year of 2006.

EXPERIENCE

Assistant Manager – HCL Technologies LTD

04/2016 – Present

- Manage relationships with the key stakeholder(s)
- Continually work with key stakeholder to discuss engagement progress, solicit feedback and explore scope for further opportunities
- Oversee project execution on multiple projects and take action in case of slippages
- People management supervise project quality & MIS team
- Manage client expectations on overall project delivery
- Both formal and informal coaching of team
- Ensuring that Client Forecasts and Service Level Agreements are met.
- Identifying and driving Training and up skill requirements
- Working closely with the key stake holders in planning and executing Floor Engagement plans.
- Analysing real-time scheduling, availability and facilitating the Service Level Targets Handling the analysis for shrinkage, attrition, forecasting deviation and AHT.
- Preparing the shift rotation pattern taking into consideration the scheduling ethics and policies
- Accountable for giving hiring numbers to HR for every quarter and forecasting the manpower.
- Preparing Short Term and Long Term forecast for the process
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CITRIX ADMINISTRATOR

- Assist with team member training and continually look for areas of improvement while providing high level of service delivery and systems administration
- Assists in capacity planning, performance monitoring and tuning on assigned systems
- Demonstrated success developing and deploying both physical and virtual end user computing solutions
- Providing support and coverage during BCM tests
- Works within the Information Technology function, obtaining resources and working in support of objectives and strategies.
- Works with IT management to prepares project prioritization, project tracking and resource allocation
- Provide work guidance or technical assistance to fewer senior engineers
- Provides highly innovated solutions
- Maintain current knowledge of industry best practices and trends, as well as new developments for the technologies deployed/supported
- Establish and maintain configuration and recovery documentation for the Citrix Environment
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Senior Associate (Team Manager) – WIPRO BPS LTD

03/2014 – 02/2016

- Tracking, monitoring and communicating team progress against process targets
- Ensure there are no slippages in terms of communication, client deliverables from each of the team members & ensure optimum performance of team on quality & production metrics
- Provide Coaching, guidance, and direction to maximize team effectiveness & productivity.
- Ensure compliance with internal policies and procedures, external regulations and information security standards.
- Hold weekly meetings; discuss task delegation and review issues
- In conjunction with Process Manager set weekly/monthly glidepath targets and objectives
- Perform Quality Audits as a part of LTTTW
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- Keeping a track of the Process DAT
- Keeping a track of the team performance basis the Bucket Analysis and ensuring that the agents who are in bucket C are on limited production and regular feedback and coaching is given to them to improve the performance
- Motivating associates through effective management, career development & implementation of reporting mechanisms.
- Analysis of reports including process dashboards, team performance reports, initiating appropriate action plans & initiate trainings.
- Manage attendance & attendance incentive for the team. Managing periodic shift level projects/initiatives & responsible for the administrative aspects of the group/shift.

Junior Project Engineer – PLANMAN TECHNOLOGIES

08/2012 – 03/2013

Responsible for testing of Kindle fire and Nexus.

SKILLS

- Creating accurate reports through the detailed analysis of data.
- Ability to work under pressure and meet targets.
- Capable of understanding detailed business process and procedures.
- Able to build a working atmosphere that has energy, vitality and fun.
- Having a methodical & organized approach to work at both individual & team level.

COMPETENCIES

- Fast learner. Adapt well to changes and pressures in workplace.
- Ability to deal with people diplomatically.
- Work effectively with diverse groups of people.
- Friendly with an upbeat attitude.
- Ambitious and committed to excellence.
- Committed to deadlines and schedules.
- Sincere with a high level of Integrity.