

Alankrita Bhushan

Result oriented professional with strong Analytical skills. 15 years of diverse experience in People management, Incident Management, Vendor Management, Project management, Process optimization and reporting. Targeting challenging Managerial or lead assignment with an organization of high repute

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Core Competencies

Incident Management / Escalation Management

Team Management- KPI/PMO

Vendor management

Client Relationship Management

Change Management

Resource Management & Optimization

Business reporting and Data management

Order 2 Cash/Order Management

Fraud Management

Process Optimization

Cash flow Banking process

Profile Summary

- ▶ 15 years of extensive expertise in Incident management in ITIL framework, service operations & delivery, team management & customer centric operations
- ▶ Success in leading end-to-end perfection across Incident, Configuration, Service, Problem, Escalation, Transition & Change Management with excellence in managing issues that could impact end-to-end operations and providing leadership/ direction.
- ▶ Supporting NOC in case of incidents and Outages
- ▶ Collaborating and communicating with stakeholders for resolution of incidents
- ▶ Escalation Manager for T2 ops, T3 Audio ops, T3 Telco and Deskside Support
- ▶ Handling team of 13 members and involved in KPI/ PMO
- ▶ Worked on vendor management, cash flow, Business reporting and analysis.
- ▶ Hands on experience in Power BI, SAP, SFDC, MS Excel, Service Now, Managed Center etc
- ▶ Supported CSM/Account manager and work on transition and onboarding the new client.
- ▶ Arresting fraudulent activity to reduce revenue leakage.
- ▶ Communicating with stakeholders to resolve the issue at earliest.
- ▶ Recruited, trained, and managed team members.

Education

- ▶ PGDM from Alliance Business Academy in June'2005

Certifications

- ▶ ITIL Foundation Certified

Notable Accomplishments Across the Career

- Recipient of Star Award for best performance in DBOI
- Recipient of multiple awards in Mphasis for various criteria including award from client for performance
- Recipient of best performer in NTT Global India pvt ltd multiple times
- Appreciation mails from the client in multiple organization

Work Experience

Since July'21 till present with Aeries Technology Group as Team Lead

Associated with client-PGI

- Managing clients account and Handling client escalations`
- Delegation of task and performance management of 13 members of team
- Handling customer satisfaction metrics and team budget
- Escalation manager for T2 ops, T3 Audio ops, T3 Telco, and Deskside support
- Resolve customer quality issues by analyzing TCP, UDP, SIP, RTP, MOS, packet loss, jitter and RTP.
- Capacity management for multiple telecoms bridging sites.
- Number Management -Ordering, Cancellation etc
- Invoicing for vendors
- Identify fraud patterns through the monitoring of high-risk countries.
- Ensure information flow and deliverables are met to mitigate fraud by facilitating data of all previous emails/identity by fraudulent users.
- Mentoring and coaching the team with new business enhancement and process understanding
- Supporting NOC
- Maintaining client's/carrier details database supervising overall functioning of processes, identifying improvement areas, implementing adequate measures to streamline process flow & process improvement plans.

Previous Experience

March'12 – July'21 with NTT Global India Pvt Ltd., Bangalore as Assistant Manager

- Leading a team of 13, services data analyst and participating in recruitment & selection, induction, KPI/KRA settings performance evaluation (PMO) & training
- Managing functional tasks on the agreed SLAs across the project
- Delegating tasks to the appropriate personnel
- Developing & presenting SLAs & productivity reports to the management monthly
- Work with the Transition team to develop a runbook that includes processes, escalation lists, and documentation.
- Identifying areas of improvement and recommending action plan
- Acting as SPOC for all 12 countries (APAC) for any queries related to process, data & reports.
- Working closely with the Country Sales Team (CSM) & Project Team for client take-on for global clients like British Telecom, Bank of America, NTT etc.
- Supervising overall functioning of processes, identifying improvement areas, implementing adequate measures to maximize customer satisfaction level and streamlining data entitlement process flow & process improvement plans.
- Prepared & analyzed business reports from SAP and Salesforce.com using Power BI

July'10- July'11 with Mphasis BPO ltd, Bangalore as Sr. Process Associate

- Supported UK based client "Capital One Credit Card
- Working as accounts manager in collection dept.
- Maintaining the a/c of the customer
- Risk operation
- Handling queries regarding the accounts and payment
- Giving financial solutions to those who are in fin difficulty.
- On the job training for new Joiners
- Voice based process.

Jan'10-July'10 Infosys BPO ltd- Bangalore as Sr. process associate

- Supported UK based client "British Telecom"
- Solving the queries of the customer regarding billing.
- Providing Financial solutions for those who are in financial difficulty
- Handling UK customers
- Voice based process

March'06-June'08 with Deutsche Bank operation India as Process Associate

- Taking care of High Value Payments in Global Trade Organization (GTO) Using SWIFT network.
- Serving the clients of Deutsche Bank Germany and Singapore
- Taking care of electronic transactions mostly in European countries and Asian countries using various message types (MT103, 202,191 etc.).
- Training of new staffs.
- Actively participate in Audit
- Regular updation of the documents as Team productivity and accuracy chart, leave tracker and Desktop procedure
- For any queries use to contact the client through mails or calls
- Involved in creating training modules for the new staff.



Technical Skills

- Telecom tier-3 operation, MS Office (Excel, Word & PowerPoint), SFDC, Service Now, Manage Centre and SAP, ITIL foundation



Personal Details

Date of Birth: 16th August 1980

Languages Known: English, Hindi, and Kannada (Not Proficient)

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