



# Priyam Halder

ASSISTANT TEAM LEADER / ESCALATION MANAGER

## Profile

- **Result-oriented professional with 16 years of experience in delivering Support** Services and enhancing customer engagement by designing and implementing customer engagement programs for maximizing customer satisfaction
- Successful in leading end-to-end perfection across Configuration, Service, Problem, Escalation with excellent in managing issues that could impact end-to-end operations, performing root-cause analysis for remedying difficulties and providing leadership/ direction
- Experience of working as a Assistant Team Leader for IT Service Desk (overall IT Supports) for all regions including APAC/EMEA/NA) and extended remote technical support to the Clients / Customers
- Proficient in creating and managing SOP for Knowledge Base and overall management of the same; developed and streamlined Knowledge Base documents by collaborating with stakeholder and business associates and owners
- Ensured highest productivity and drove operational excellence by implementing process improvement initiatives; expertise in Call monitoring, Shift Management, **acting OIC in the absence of management and worked on auto-pilot mode with minimal assistance**
- Hands-on experience in IT Service Desk Management; spearheading the **Operations, System Engineering & Administration and Team Management**; skilled in building & maintaining vendor relationships
- Proven skills in managing communication for high priority incidents and any service disruption in infrastructure in a 24\*7 environment; drove efficiency and **effectiveness of the incident management process**
- Excellence in supporting teams; skilled in managing configuration / re-configuration of client machines to ensure optimum connectivity
- Keen customer-centrist approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- **Capable in managing, leading & training teams for running successful process** operations & experience of developing procedures, service standards for business excellence

## Employment History

### Escalation Manager, Mphasis, Bengaluru

November 2022

Escalation Manager and Transactional Quality Control for IT Service Desk  
**Escalation Management** - Full life cycle management once an escalation is received until the closure in collaboration with internal and external stakeholder  
**Driving Quality Improvement (Transactional Quality):**  
**Knowledge Management** - Knowledge Gap Analysis - Knowledge Base Review - Knowledge assimilation - Knowledge Base Upgrade / Update  
**Analysis / Audits** - Open Tickets, Cancelled Tickets, Kick back Tickets, DSAT and Escalation, Incident Life Cycle Audit  
**RCA** - Root Cause Analysis for Escalations and DSAT, Reviewing Errors with Respect to Process / Product / Knowledge and assisting with driving solutions and fixes  
**CAPA** - Preparing corrective actions and preventive actions, tracking the implementation and closure  
Continuous Improvement with respect to Customer Client Experience  
Updating Complaint Tracker and Monitoring Action Items to closure

## Details

Bengaluru  
India  
8240587161  
[priyam.halder@gmail.com](mailto:priyam.halder@gmail.com)  
DATE OF BIRTH  
26th Dec 1986

## Skills

Leadership  
Effective Time Management  
Customer Support and Delight  
Technical Assistance  
SLA & TAT Management  
People Management  
Stakeholder and Client Management  
Reporting and Documentation  
Escalation Management  
Training Management / SOP Creation  
Cross Functional Collaboration / Co-ordination  
Operational Excellence  
Knowledge Management  
Schedule Adherences and Workforce Management  
Soft Skill Training

## Languages

English  
Bengali  
Hindi

**Stakeholder / Client Management (Internal and External):**

Sharing periodic updates on the escalations to the client / external stakeholder

Monitoring progress of the escalations

Connecting / Collaborating with internal L2 teams and vendor support manager / vendors for swift resolution

**Training Need Analysis:**

Identifying Training Gaps - Scoping areas of improvement - Creating Training Plan

**Reporting :**

Report creation for the Analysis Done

Preparing Dashboard on Escalation Trend

Presentation of report

**Stream lining escalation matrix:**

Defining Role and Responsibility for an escalation manager

Preparing Daily Agenda

Daily Monitoring calls with Service Desk Leads

**Assistant Team Leader, Mphasis, Bengaluru**

JUNE 2022

Assistant Team Lead for Service Desk Managing a team of 18+ associates

Assisted with Standardization of the Induction Methodology in a pre-training environment in the Performance Management matrix

Assisted with Planning, Standardization and Implementation of a new robust Agent

Attitude Development defined Performance Management System

Escalation handling for Clients and Customers Stakeholder and Client Interaction management along with Escalation Management [from taking ownership of the escalation to RCA]

Conduct in-depth quality inspections, ensuring finished work met stringent criteria Assisting with process migration and set up of infra and people teams for BCP Site Managing team Roster and Schedule Adherence including attrition management Training Gap Analysis and arranging for training to map skill set gaps

Conducting refresher training for the Team at hand and in shared sites

Coach and mentor high-performing service teams, leading by example in providing faultless customer care

Solutions for FCR over voice and non voice channel (self service incidents and email/chat contacts)

Employee evaluation, conducting monthly One on One, preparing agent score cards, preparing agent growth plans Voice and non voice audits for the team (call audits and ticket/incidents audits)

Closely monitoring team performance by conducting observations and tracking key metrics, identifying and managing underachievers appropriately

Evaluate team performance and provided constructive feedback to improve daily goal achievement

Encourage and motivate team to deliver to assigned business standards, ensuring consistent service provisions

Provided flexible working patterns to best meet operational demands, maintaining exceptional business efficiency

Incentivize staff members to achieve against KPIs, maintaining high performance levels for the desk Lead staff meetings to delegate tasks, assign workloads and communicate changing priorities

Representing the Project in on-going Client onboarding meeting as a part of the infra team

Reviewing Knowledge Bases provided by Client Working with Clients of the Project in re-modelling and re-analyzing the existing Knowledge Base ensuring that all material pertaining to Knowledge Base is updated

**IT Service Desk Analyst, Hong Kong and Shanghai Banking Corporation Electronic, Kolkata**

AUGUST 2008 – JUNE 2022

Assisting Service Desk Team (Remote Office Teams)

Dealing with escalations including performance management of Service Desk Team Providing technical training on support tools and changes in technologies related to help desk

Acting as a primary point of contact to the LOB (Line of Business) in dealing with improvements Relationship management and overall Service Improvement Programs

Collaborating with Compliance & Audit Teams to prepare audit reports and defining the remediation recommendations for enterprise & infrastructure applications

Supervising high severity incidents to ensure service availability with minimal delay and working towards ensuring smooth operations of the infrastructure environment

Logging & tracking all Service Requests, Incidents and assign resources to effectively resolve all problems



Streamlining process and procedures to reduce the quality error and maintaining standards as per group policies

Providing floor support to the team as and when required on technical and process-based requirements

Managing the Team during unmanned shifts and shared the best practices with the team through DD's along with the Team Leads

Highlights:

- Led the Mentor-Mentee program for the team during 2014, 2015, 2016
- Piloted the Access Management Queue in the 4-queue model structure and also got cross skilled as the pilot batch for Lotus Notes and Remote access
- Worked with North American Helpdesk (NAHD) team and ensured regional technical support for the region of North America and its subsidiaries
- Piloted Access Management Queue during Jun'09 - Jun 2017 and managed incidents through all voice and non-voice contacts
- Streamlined the Knowledge Base for the year- 2009-2010, 2017-2018
- Duplicated, transferred and updated ServiceNow with existing articles from CA Service Desk R12
- Developed new knowledge articles and implemented in CA Service Desk R12
- Collaborated with the stakeholders from all supported regions APAC/EMEA/NA to collate application data (regional and global)
- Ensured smooth management of the entire Incident life-cycle by providing non-voice support via MSC or e-mails
- Troubleshoot technical issues of the internal users of the and ensured effective maintenance of the applications for the North American/EMEA/APAC Region for: Mainframes (IBM I series and Z series)
- Unix databases
- As 400 databases
- Active Directory
- Acted as on floor internal process trainer for new employees
- Acted as OIC for team during Unmanned Shifts Assisted team members across sites in delivering core job objectives
- SLA management for the team via schedule adherence monitoring (managing breaks, login delays, authorizing ad-hoc shift requests, shift monitoring)
- Managed Knowledge base, SOP creation for team support

## Senior Executive, Wipro BPS, Kolkata

SEPTEMBER 2006 – FEBRUARY 2008

Performed the first line troubleshooting of all issues related to laptops via telephony services and provided up-selling support

Facilitated high-quality work environment as measured through employee satisfaction ratings

Devised, deployed and monitored processes to boost long-term business success with optimal sales and profit levels and generated revenue opportunities via Up-selling

Rendering remote technical assistance and extended support in the area of up-selling in the category of laptops, desktops and related peripherals

## Education

BA Hon in English, University of Calcutta, Kolkata

## Technical Competencies

- Lotus Notes Client Support (LI)
- Mainframes (I series / Z series) Admin (password and access)
- Active Directory (Administering password related assistance)
- Remote Access Technology
- Enterprise applications and technology (LI support) - IOS & Android
- Exchange Application Support for MS Office suite, SharePoint (L1 Support)
- Service Now (L1 Support)
- Windows 7 / 10 / 11
- VPN (Cisco Any Connect / Zscaler / Global Protect)
- VDI (Citrix Workspace / AWS)
- Office Suite O365 / M365 (Power Point / Excel / Outlook / Word)

## Courses & Certifications (Trained and Certified)

ITIL V4 Foundation

Prince2 Agile Foundation

Prince2 Agile Practitioner

Six Sigma YB Trained

## Projects, Bengaluru

AUGUST 2022

### Performance Management System

Assisting with remodeling of the framework of the existing Performance Management System as a new practice for the Service Desk starting from the Remodeling of the Induction in the pre training stage to remodeling the Stack metrics as per Client requirement with acute emphasis on developing agent attitude to build a robust and sustainable pool of mature team members further delivering better End User Experience

## VOLUNTEER EXPERIENCE

- Associated with UNICEF aiding/contributing to Education of Underprivileged Children for over 10+ years | September 2010 - Present
- Ambassador for the PRIDE movement | March 2019 - Present