

Sunny Hebbar

Address: 129 Sherwoods Lane, Liverpool. L10 1NB. **Email –** sunnyhebbar@hotmail.co.uk **Tel –** 07733235188

Person Profile

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with minimum supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improve best practices and organise time efficiently. Now looking forward to making a significant contribution with a company that offers a genuine opportunity for progression.

Employment

Ombudsman Services LTD (June 2015 – Present)

Operational Team Manager

- Started in Investigations department and progressed to POPLA department after 1 year in the role.
- Acting as Operational lead for POPLA and building and maintaining stakeholder relationships.
- Managing 12 FTEs to ensure that the daily, weekly and monthly KPIs and targets are met while maintaining an engaged and focussed team approach.
- Conducting monthly 1-to-1 meetings, coaching sessions and on-going development support.
- Managing individual under-performance with the use of Performance Improvement Plans.
- Performing monthly Quality checks and providing timely feedback for their employee development.
- Following internal absence and performance management processes.
- Dealing with escalated call backs as and when required.
- Working closely with various teams to review and improve efficiencies.
- Increased team Quality scores from a 50% average to an 80% average within 6 months of the role.
- Reduced Average Time to Decision (ATD) from 35 minutes to 25 minutes within 6 months in POPLA.
- Improved complaints response SLA from 10 days to 2 days within 3 months in POPLA.
- Increased team case closures in Investigations by 50% within the first 12 months of the role.
- Implemented charging scheme for withdrawals in POPLA – maximised revenue by £29,000 per month.
- Created and implemented GDPR processes in POPLA following the introduction of GDPR.
- Implemented scheduling system in POPLA and introduced new departmental case closure targets.
- Trialled and implemented new shift patterns to improve employee engagement and well-being.
- Achieved coaching accreditation, using the GROW model, within 3 months of the role.
- Achieved recruitment accreditation within 6 months of the role and conducted 35 interviews to date.

Flextronics Global Services and Software (FGSS) (September 2011 – June 2015)

HP and Sony UK Customer Care Team Leader (August 2013 – June 2015)

- Promoted internally after excelling in previous role.
- Managed 8 FTEs to ensure that the daily, weekly and monthly KPIs and targets are met.
- Conducted effective coaching, managed absence, monitored caseloads and KPIs
- Regularly liaised with internal and external stakeholders to maintain relationships.
- Guided department through busiest spell as volumes of Sony and HP repairs increased by 100%.
- Increased 'Calls Answered within 60 Seconds' KPI from 80% to 90% in 3 months of being promoted.
- Reduced 'Calls Abandoned Rate' KPI from 10% to 5% in 3 months of being promoted.
- Selected to assist with creating and implementing two new systems to replace existing systems used by the Company. This involved regular business trips to Flextronics' sister site in Budapest to work closely with their IT team and act as a Key User for the system.

Salesforce Administrator/Senior Agent (September 2011 – August 2013)

- Promoted to Senior Agent within 6 months of the role after excelling within the role and exceeding expectations.
- Helping to integrate SFDC in the department, including providing feedback on the training documentation created by the Key User.
- Taking and owning escalations, putting people back in the position prior to the complaint, or delivering a clear message of our process and policy.
- Liaising with internal and external stakeholders to maintain relationships.

Vodafone Ltd. (July 2009 – September 2011) – High Value Customer Service Adviser

Taking inbound calls from customers relating to bill queries, network faults and queries, general mobile phone queries and disputes/escalations.

Other Work (July 2005 – July 2009)

While completing College and my University degree, I held various roles in the retail and fast food industries, including Burger King and Asda.

SKILLS & ABILITIES

- Excellent team management
- Build team objectives to meet business objectives and goals and ensure team exceeds targets.
- Deliver effective coaching using the GROW model to promote employee development.
- Confident in performance and absence management.
- Celebrate success with the team and promote employee engagement.
- Agile product management and delivery.
- Accredited in coaching, recruitment and quality assurance.
- An active follower of business trends with a great business acumen and commercial awareness.
- Excellent written, verbal and digital communication – demonstrated in various presentations, conference calls and face to face.
- Able to manage time effectively and prioritise tasks in line with the needs of the business.
- Competent in all aspects of Microsoft Office - successfully completed Microsoft Excel Intermediate and Advanced courses in June 2014.
- Successfully completed 'Leadership and Team Skills (ILM) Level 2' course in January 2015.
- Successfully completed 'Introduction to Lean Principles' course in February 2016.

EDUCATION

- 2006 – 2009 University of Chester
 - *BSc Biomedical Sciences (2:1)*
- 2004 – 2006 Culcheth College
 - *A Levels - Chemistry (A), Biology (B), Media Studies (C)*
- 1999 – 2004 Culcheth High School
 - *GCSEs – Science (Dual Award: AA); Maths (A); German (A); English Literature (B); English Language (B); Information Technology (B); Media Studies (B); Resistant Materials (B); Drama (C)*

LEISURE ACTIVITIES

- Volunteered at Mee Brow Community Centre in 2006 for two months involving managing a youth group of 10-17 years of age, ensuring good behaviour amongst the group and also acting as their representative. This also helped me to develop my management skills, confidence and assertiveness.
- Attending concerts, enjoying live music, playing football and spending time with friends and family.