

HEMANT VALLABH

hemantvallabh@outlook.com

+64 21 202 1423

PROFILE SUMMARY

Results driven and highly skilled services Manager, with over 4 years of diverse Management experience in the delivery of integral IT support functions, with specific expertise in, Workforce Planning, Reporting, Analytics, Training and Leadership. A dynamic professional utilising creativity, leadership and team work to design & execute solutions that enhance customer experience.

SKILL SUMMARY

- | | | |
|---|---|------------------------------------|
| • <i>Analysis & Problem solving</i> | • <i>Strategic Planning & Execution</i> | • <i>Planning & Organising</i> |
| • <i>Stakeholder Management</i> | • <i>Resilient & Accountable</i> | • <i>People Leadership</i> |
| • <i>Process Improvement</i> | • <i>Communication & Influencing</i> | • <i>Business Transformation</i> |

Technical Background

- Requirements gathering, Solution Design and Project delivery of Telephony software suite
- Supporting Genesys PureConnect Software Suite (DCaaS + PaaS) and Genesys Cloud Telephony service (SaaS)
- Experience in managing IT support requests, equipment, IT documentation and software licenses
- Experience in diagnostics and troubleshooting of Desktop and Telephony system issues, maintaining required SLA's and customer engagement
- Experience working and leading a team supporting internal contact centre of 1000+ seats including external client base of 400+ seats

Business Leadership

- Hiring, Leading and Coaching team members from a variety of backgrounds, including accountability for key measurable output and quality.
- Responsible for managing end to end customer support experience and utilise people and processes to deliver required outcomes
- Support & Operations management of a high performing team of expert individuals supporting full telephony stack which include SaaS (Genesys Cloud) or OnPremise solution (PureConnect) i.e Data Centre, Servers, Networks, Storage, O/S, Middleware, Data and Applications
- Create strong team culture, build trust and promote working together to achieve business objectives
- Analytical problem solver, able to anticipate issues and create new solutions that streamline operations, resolve concerns and improve efficiency
- Efficient delegation and ability to motivate team members to achieve on-time task/project completion
- Build continuous improvement opportunities within support team

QUALIFICATIONS

- | | |
|-----------|--|
| IT (Cert) | Interaction Centre Certified Engineer (ICCE) |
| IT (Cert) | ITIL v4 Certification |
| IT (Cert) | AWS Cloud Practitioner Essentials |
| Degree | Bachelor of Science majoring in Computer Science / Information Systems |

WORK EXPERIENCE

Support Manager

2018 - 2021

- Managing a team of high performing technical engineers (across NZ, AU, MY, PHL)
- Strategic management of business operations
- Negotiating and Procurement of Licences, Training and Hardware
- Planning & coordinating resources for project deadlines
- Implemented Change, Incident & Problem management using ITIL fundamentals
- Product training, coaching and demo's
- Utilizing Reporting and Analysis to achieve & guide business objectives
- Develop and maintain of reactive and proactive support processes to meet required outcomes
- Engage stakeholders at all levels to manage operations and client engagements
- Ensure that production systems are correctly configured and monitored in order to achieve the required performance and high availability

Voice Engineer

2014 - 2018

- Project Delivery (Install & transition of Contact Centre deployments)
- Support and maintenance of Genesys Pureconnect/Purecloud platforms
- Active case management and problem resolution via ITSM tool
- Client training, coaching and demo's
- Documentation of products and services

Case Manager

2013 - 2014

- Management of high priority tickets including trend analysis
- Active case management and problem resolution
- Knowledge base improvement with FPOC articles to reduce escalation and help drive down AHT
- Agent training and coaching

Duty Manager / Technical Analyst

2011 - 2013

- Managing of Service Desk Department (roster management and adherence)
- Senior IT support for contact centre clients
- Escalation for Service desk agents, Customers, Service Delivery Managers
- Diagnosing, troubleshooting and resolving client issues with Hardware/ Software maintenance, Installations and Upgrades

REFEREES

Elena Keith

Customer Relations Manager
Mob : +64 27 254 9442
elena@seven.co.nz

Kurt Edwins

Technology Services Manager
Mob : +64 21 255 5494
KurtEdwins@gmail.com