

# Joginder Katyal

Customer Service & Operations Manager

Experienced Customer Service & Ops Manager with over 17 years of experience in Telecom, retail & ITeS sector. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. Defined and implemented plans to drive the service deliveries to enhance customer experience, revenue & ensure process compliance. Strong analytical skills with ability to identify business opportunities and IT transformation.

## Contact

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## Skills

Customer service  
Business operations  
Process excellence & re-engineering  
People Manager  
IT transformation  
Inventory Management  
Partner engagement  
New store set-ups  
Call center & helpdesk management  
Data analytics & MIS  
Analytical Skills

## Software

MS Office  
Service Now

## Work History

2019-02 -  
2020-09

### Cluster Manager

- IMG Technologies Private Limited, Gurgaon, Haryana
- Managed hospital pharmacy stores (17) operations, inventory & supplier management and profitability.
  - Strategy & planning for store expansion & on ground set up.
  - Enhanced process efficiency and capabilities through IT transformation.
  - Conceptualization & implement of various customer experience initiatives at stores.
  - Planning & rationalize inventory management for better control
  - Client management & expectation setting.

2016-08 -  
2019-01

### Service Delivery Manager

- IBM India Private Limited, Gurgaon, Haryana
- Managed 24\*7 technical support desk (Level-1) for financial sector client.
  - Lead process transition of 150+ applications.
  - Managed various business KPIs & capacity planning.
  - Implemented initiatives through RPA, agent assist, cognitive helpdesk, Orchestrator Architecture etc.
  - Training & development of 100+ employees.
  - Responsible for client management, escalation management & scope management.

2000-11 -  
2013-12

### Zonal Operations Manager

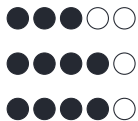
- Bharti Airtel Limited, Gurgaon, Haryana
- Managed customer service experience & business growth of over 153 stores in Delhi/NCR.
  - Planning & roll out of 11 new store during 2012-13.
  - Planning & Implementation of payment kiosks & Q management
  - Spearheaded transformation project to implement new BSS stack.
  - Policy designing & implementation of revenue assurance and fraud management project.
  - Managed customer lifecycle management for North India territory.
  - Partner engagement & profitability.
  - Lead six sigma green belt projects.

1996-10 -  
2000-11

### Sr. Credit Control Officer

- Escotel Mobile Communications limited, Hisar, Haryana
- Managed customer service & collections for Hisar region.
  - Handled Customer acquisition & credit control task for the

RPA  
ICRM  
Arbor Fx Fraud  
Management



## Certifications

2010-01  
Six Sigma Green Belt  
2016-10  
ITIL intermediate  
2019-01  
Robotic Process Automation (RPA)

## Languages

English  
Hindi



region.

## Accomplishments

- Launched 2 pharmacy stores in a span of 30 days with an inventory of over ₹ 20 Mn.
- Documented first ever pharmacy store standard operating procedure (SoP).
- Developed & implemented customer feedback app., online sales module & queue management system for retail stores.
- Meeting 100% OLA & SLA MoM consistently for 2 years in IBM.
- Effort saving of ~700 hours monthly through various IT transformation initiatives.
- Achieved 9.2 out of 10 in CSAT score consequently for three quarters (Q1'12, Q3'12 & Q1'13) for stores at Airtel.
- Achieved 175% growth in sales from retail stores in year 2011-12.
- Reduced customer churn from 3.1% to < 1% at retail stores in year 2011-12.
- Increased zero bucket collection from 79% to 93.5% with Airtel.
- Migrated over ~50 million legacy transaction records to other BSS stack with 94.65% success rate (Highest among all other regions).

## Affiliations

- Won Airtel President Quality Award in 2002-03 for reduction in overall activation TAT from 63 days to 14 days.

## Education

2008-07 -  
2010-07

**MBA: business administration - Operations**

*Symbiosis Distance Learning - Pune*

1994-06 -  
1996-01

**M.Com: Economic Administration**

*University Of Rajasthan - Jaipur*

1990-06 -  
1993-01

**B.Com: Commerce**

*University Of Rajasthan - Jaipur*