

**Name : Ravin Gopal**

Contacts : 03 8313 3200 (Off) / 012 3020170 (hp)

Email : ravin\_g@hotmail.com

Nationality : Malaysian

**Education Details :**

Informatics College National Computing Centre KL - **Dip. In Computer Studies (1992)**  
Rima College, Jalan Ampang - **Diploma In Business Admin Kuala Lumpur** **(1996)**

Frederick Taylor University U.S (M.B.A) – **Masters in Business Admin (2005)**

**Characteristics :**

* Ability to learn new requirements fast
* Creative and resourceful
* Sense of responsibility
* Customer service orientated
* Able to work with different levels of people
* Process management

*Working Experience*

**T-Systems (M) Sdn Bhd (July 2010 – current)**

**Position : Problem Management / Transition & Transformation Manager**

KEY ACCOUNTABILITIES:

Functional:

* Supporting the setting of objectives and targets across all delivery units.
* Coordinating root cause analysis and handling of recurring incidents incl. trend analysis and proactive problem management
* Constantly looking at enhancing the procedures, measurements, tools and technology
* Conduct training for staffs (850+) on in-house applications to constantly increase process awareness and knowledge of operations support teams.
* Identify skills and knowledge gaps of 300 staffs through regular bi-weekly performance reviews with problem management and provide training
* Successfully managed the rollout, training and usage of known error DB (800+ staffs)
* Team member in developing KPIs to measure process performance and reporting
* Represent the problem management team during management reviews, operational disputes and progress reporting.
* Leading of virtual problem management team of 5 from different Service Lines
* Driving the process improvements, esp. implementation of trend analysis and proactive problem management
* Monitoring and measure reduction of critical and high incidents *(savings of 3.5 Mil Euro)*
* Participating in regular audits which require heavy evidencing and strict interviews on process effectiveness in operations.
* Driving the process with 1000+ staff supporting T-Systems Malaysia operations and customers serviced globally (like Shell and Philips)
* Perform assessment and process improvement initiatives
* Develop process documentations, guidelines and policies
* Checking the quality of documents and processes prepared by the department
* Participated in ISO audit preparation and got the certification for ISO 9K, 20K and 27K

**Transition to Support**

* Documented the entire process of on boarding a new customer into T-Systems Malaysia support
* Successfully on boarded BAT Datacenter support from Singapore (100+ servers)
* A Single point of contact for the Global transition processes from Malaysia
* Documenting and owning the E2E Processes, Procedures and Checklists
* Managing document and maintenance to ensure respective Service Lines documentations are also up-to date
* Own the Quality assurance steps in the process: Mainly the Quality Gate and Quality Check
* Assist when required specific transition project activities when new business, or changes to the existing business is brought into the company
* Engaging with Deliver Managers to finalize the scope and project plan (liaison)
* Currently working on Kone project (Data center migration - 2000+ servers)

**T-Systems (M) Sdn Bhd**

**2008 – July 2010   
Position : Service Assurance Manager**

* Verifying Data Quality assets report and raise request to update Asset Centre.
* Conduct weeklyfeedback sessions with other Operational Team to resolve issues.
* Verify Business Critical assets in Asset Center according to the assets list
* Updating security documents and housekeeping
* Conducted study on ways to work or improve on current process and achieved the SLA’s.

*Additional tasks includes:-*

* Training engineers on the in house monitoring systems (Incident, Change & Problem).
* Plan and monitor training budget for staffs (70+)
* Research and design effective course material for delivery in classroom and e-learning
* Conduct Training Needs Analysis to increase efficiency and productivity
* Maintaining the Quality report and the standards of the KPI and SLA outputs
* Enhance delivery of service through effective monitoring of programs, process improvement and problem prevention/ resolution initiatives;
* Responsible for the quality of the services delivered;

**Year 2005-2008  
Employer : Shell Information Technology International**

**Position : Change Management Manager**

* Chaired operational meetings with other Service Lines to review the major Change.tickets
* Member of the Global CAB - Perform Change Impact Assessments, identify/anticipate potential risks and develop specific plans to address any concerns/issues.
* Improve change impact analysis & risk assessment process
* Sustain compliance against regulatory and process frameworks
* Sent to Bangalore for 1 month to train the Wipro staffs (20) on the new SAP services
* Train the management on SAP Hosting Change Management processes and KPI’s
* Coach and train new joiners in the SAP team (100 - 150 per year)
* Driving new initiatives within the service lines
* Provide training to Wipro staffs on the essentials of closing Change tickets on time
* Coordinate and facilitate other training activities and to ensure the smooth implementation of the training plan, organizing and managing training activities.
* Member of the Training Team to develop best practices
* Design and execute training programs in areas of quality principles, risk management and SOx compliance
* Managing annual training budget, planning, payment and reporting. (100+ staff)

**Year 2000-2005  
Employer : Shell Information Technology International**

**Position : Regional Helpdesk Assistant Manager/Trainer**

* Assisted in setting up the call center to take in calls from other region for Win2K support
* Monitoring daily performance and provide guidance and hands on coaching to deliver service excellence and also coaching and developed senior staffs to achieve a Learning Organization
* Telephone screening of Call Center personnel *(****35 staff****)* for continuous improvement
* Strong background in cross-cultural working virtually, coordinating *in 3 main regions (America, Europe and Asia)*
* Perform software, hardware, and network troubleshooting to Shell OU’s worldwide.
* Developed the Helpdesk Process and Procedure by conducting the Helpdesk Quality Assurance
* Responsible for all aspects of operations service delivery to include customer satisfaction, people management, Service Desk facilities management (tooling, telephony, infrastructure);
* Ensuring team performance meets or exceeds Service Level Agreements, including answer speeds (7sec), resolution rates (95%), customer satisfaction ratings and any other SLA measures.
* Actively manage service ticket by ensuring tickets are resolved (98%) or escalated
* Increased efficiency in the implementation and training of new CRM software system.
* Developed higher call center standards by redesigning employee performance score cards to capture essential qualities of high-level customer service
* Traveled to Karachi, Pakistan to setup W2K systems and introduce training programs.
* Drive initiatives for individuals and the team to contribute to get more involved to achieve the department targets..
* Identifying and implementing Organization Development, process effectiveness, staff engagement and staff retention
* Ensure Service Manager’s are satisfied with the services provided by the Service Desk
* Forecasts staffing needs based on requirements, attrition trends, and current project team composition
* Assisting staff in their career development and recommend employee training
* Responsible for all Service Desk employee related matters; such as staffing/recruitment, scheduling, planning, training and career development;
* Plan, schedule and allocate work across teams so that the service provided to the customer is in accordance with the OLA
* Ensure effective communication across teams utilizing appropriate methods
* Carry out performances appraisals and assessments on a regular basis of TLs
* Plan and schedule trainings and development initiatives for overall Service Desk
* Provide on-the-job guidance and coaching to TL where this is appropriate and needed

**Year 1996 - 2000  
Employer : American Express (M) Sdn Bhd  
Position : Customer Service – Assistant Manager**

* Assisting management of call center operation – Performance, Coaching of staffs *(****30****).*
* Assess enquiries and decide what actions are needed to resolve them speedily
* Review Service Desk KPI reports to ensure that services are delivered according to the standards (quality & productivity)
* Assess all card members complaints and referrals that are raised for further research.
* Responsible in identifying new trends of suspected Operational/system problems
* To respond to Business Communication queries through letters or phone (back end).
* Responsible to investigate complaints, rectifying staff errors and non-compliances
* Eliminate/reduce outgoing correspondence and call-backs by ensuring that customers issues are resolved (97%)
* Assisted in Fraud and Authorization Department to track illegal activities.
* Planning & overseeing on how to improve work environment and staff morale
* Designing and executing training programs to reinforce company’s purpose and values,
* Accomplish human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees
* Communicating job expectations; planning, monitoring, appraising, and reviewing job contributions
* Achieve customer service objectives by contributing recommendations to strategic plans and reviews to increase productivity, quality, and customer-service standards Meeting customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Ensured quality assurance standards are achieved through creation of effective phone monitoring and data accuracy programs.
* Worked with workforce management systems to forecast call volumes.
* Identified areas of improvement so that relevant training interventions can be developed to address gaps in service quality.
* Developed and maintained a service intelligence mechanism and process that enables analysis to be performed on existing service quality data and customer feedback in order to generate insights into areas where service improvement initiatives are required.

**Projects Undertaken**  
**Head of Rewards and Recognition Committee**  
Responsible for setting up a committee to recognize deserving staffs and to reward them as a measure to enhance the morale and performance of the customer service support team.

**Committee member in Quality Control and PnP Action Team**

* Involved in implementing any improvements and act as a consultant between employee and management in the whole operations
* Research and design effective course material for any trainings and action learning channels to meet business and customer requirements

***Member of the Employee Survey Action Team***

* Responsible to identify weaknesses within the Operations Dept
* Come up with suggestions and solutions to enhance the employee-management relationship.
* Creating a chart for employees to mark their achievement throughout the year

(Self-assessment for staff appraisal). Develop retention strategies

Career counseling to help employees review their Career Best Plan, Training Path, Job-talent fit

* Recruitment, staffing and handle employee relations issues

**Awards :** *Most Driven Performer*

**Year 1993-1995  
Employer : Elango Computer Software, Kuala Lumpur   
Position : Office Manager & Marketing Executive**

Accountabilities

* Providing effective customer service. Management of office and staffs (7)
* Keeping track of customer needs, accounts & banking
* Marketing various range of safety products to factories all over Malaysia

**Trainer with Mutiara Acoustic Equipment** (Subsidiary of the above)

* Training on Occupational Safety & Health for factory employees (Upper & Lower Management) Training on Noise and Industrial safety
* Organizing and managing training activities.
* Training on Mind Cybernatics

***Trainings attended:-***

**Foundation Certificate in ITIL (Service Management)**

**Certified and obtained the “Train the Trainer” certificate from NIOSH**

**Malaysia Host – Working together for tourism (Customer Service skills)**

**Customized MS Windows & Network 2000**

**Implementing Microsoft Windows 2000 Professional and Server (2512)**

**The 7 Habits of Highly Effective People (Signature Program)**

**Success Communication Workshop**

**BW310 – BI Enterprise Data Warehousing**

**Kepner Tregoe – Problem Solving and Decision Making**

**Results Driven Communication & Influencing Skills**

**Fundamental of Project Management**

**Earliest availability date -** Availability : 2.5 months from offer date