

VAIBHAV GOYAL

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I am a business professional carrying over 7 years of experience. Ambitions to work in an organization where I can use my abilities and facilitate the same for my personal growth as well as the growth of the organization. Driven by new challenges and adaptive to any cultural and business environment.

Skills:

- | | |
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| <input type="checkbox"/> Team Player | <input type="checkbox"/> Quick Learner |
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Self-motivated |
| <input type="checkbox"/> Problem Solving | <input type="checkbox"/> Data analysis |
| <input type="checkbox"/> Managing Stakeholders | <input type="checkbox"/> Critical Thinking |

Work Experience:

Designation: Senior Associate, Workforce Planning || April'22 - Current

Kyndryl Solutions Pvt. Ltd

- Responsible for preparing the performance-based Incentives for ~1000 employees
- Collaborate with the C&B team to ensure the payout gets processed for all the eligible employees through multiple checks and validations
- Responsible for preparing Incentive analysis which helps the delivery managers and leaders with details around the account/employee level performance
- Ensure all BAU reports are being shared with the relevant stakeholders within timeline and absolute accuracy
- Identify operational issues and potential concerns and resolve the conflicts and defects to improve the overall performance of team
- Work with the internal team to find effective solutions on critical issues and implement the same to improve business performance
- Work on enhancing the existing reports and processes through regular governance and bring in efficiency through automation and ensuring the processes are up to date
- Collaborate with departments within support, team leads, support managers to identify opportunities for improvement of resource utilization
- Responsible for Scheduling and Planning the weekly data based on the forecast volumes
- Forecasting every quarterly, monthly, and weekly
- Collecting and analysing the historical data to calculate the required FTE for the respective clients.
- Analyse forecasted volume and available staff to ensure proper staffing is scheduled in the most efficient manner to maintain target Service level
- Providing synopsis and RCA (Root Cause Analysis) to the SLA missing clients to improve the performance for the month

- Scheduling monthly performance review call with the operations team
- Responsible for preparing RDMS report.
- Responsible for preparing utilization report.

Designation: Frontend Manager ||
Tristar Management Services

April'18 – March'22

- Generate daily sales report with thorough analysis for the management review to take key strategic decisions
- Work on new reports as per the requirement from the management
- Design and present new reward programs to the management
- Responsible for tie-up with new partners to generate extra benefits on Xtrarewards card
- Responsible for the sale of Xtrarewards point cards to the customer
- Provide training to staff members regarding Xtrarewards loyalty program at IOCL retail outlets to boost sale of reward cards
- Ensuring sale target are met to maximize revenue generation
- Handle customer and client escalation to ensure 100% resolution and customer satisfaction

Educational Qualifications:

- M.Com from GNDU University (Amritsar) in 2011-2013
- BBA from GNDU University (Amritsar) in 2008-2011

Technical Skills:

- MS Office Suite
- Power BI