

RESUME

SREEDHAR.S

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Career Objective:

I'm seeking position in ITES Domain where to utilize my skills, ability and experience which can be put to be of best use in a reputed organization that offers professional growth, at same time contributing to Growth of My employer while being resourceful, innovative and flexible.

Strength:

Good communication skills, believe for hard work and commitment, confident burning desire for up gradation of new technologies, aim to grow beyond expectation.

Academic Profile:

- ➔ S.S.L.C -- New Public High School, Bangalore - 2000
- ➔ II PUC -- S.J.R Collage, Bangalore - 2003
- ➔ BA -- Bangalore Open University, Bangalore - 2008

Computer Application

Basic in computers

- ➔ M.SOffice (MS Word, Excel, PowerPoint...)
- ➔ Internet browsing (Google research, generating leads etc...)
- ➔ Search Engine Optimization (PR coverage, PPC camping's, maintaining up to date report on projects etc ...)
- ➔ Data Analytics
- ➔ Google Analytic Report in Google Doc
- ➔ Web Designing -- Basic knowledge

ORGANISATIONAL SCAN

TATA Group - QCONNQT-SBI BANK From 29th June 2019 to till date

Tata Business Support Services to merge with group co e-next Financials
Combined entity to be among largest companies in Domestic / International BPO space
In perhaps one of the biggest mergers in the Indian BPO space, two Tata Group companies are all set to integrate their operations.

Job Profile:

Working as **ASSISTANT MANAGER** for SBI Banking Process leading 304 team for contact center in Client Location for IB / OB on B2C.

Job Summarization.

Changes for future examined.

- Multiple Qlik View / Qlik Sense dashboards to visualize the business analysis of vendor specializing in data visualization, executive dashboards and self-service business intelligence products.
- Connect Qlik Dashboards to SQL database and creating designed dashboards in regularly rated by analyst firm Gartner as one of the top data visualization and business intelligence vendors in the market.
- Shrinkage Management & Team Attrition Handling
- Publishing dashboards on server and giving access to users and getting reviews from end users and modifying the dashboards accordingly
- Managing Service Level on incident & problem requests through clarify and Service Desk
- Mentoring whole team to achieve performance target
- Provided third level support to internal Service Desk technicians to resolve user concerns with specific applications and tools
- Data quality testing by comparing output of dashboard with database We don't need superheroes, just super minds.
- Qlik View / Qlik Sense
- Proven analytical and problem - solving abilities

BIGBASKET (LTD) From 8th September 2018 to 11th May 2019

Bigbasket is online grocery market which offers a variety of products across various categories and claims committed to making life simpler and grocery shopping a breeze!
BigBasket's Business Model is split into two – inventory-led and hyperlocal-delivery. According to sources, this Bangalore-based online grocer **BigBasket** has gone one step ahead by joining the two models.

Job Profile:

Worked as **OPERATIONS SENOIR TEAM LEAD** for **BBDAILY process** and leading 85 seaters call center account providing **Voice / Chat / E-mail & Tracking staff support**, as below.

Job Responsibilities

- Daily Hourly monitoring on FTR and publish report on C'sat / D'sat score SL percentage against Agents CRR (Certified Realtime Report) percentage
- APR score (Agent Performance Report) daily review with agents on Voice / Chat.
- Develop strategy to manage resource pool and day-to-day production volumes with managers and off shore leaders (Resource Allocator).
- Provide forecasts to managers about process workflow and expected changes in future.
- Shrinkage Management
- Team Attrition Handling
- Calls / Chat auditing -- calibration to analysis and guide to prepare score card based on agent's KPI of key improvement area, based on agent's performance.
- Team Huddles
- Call monitoring and provide real time feedback.
- Handling escalations on Problem management & Incident Management
- Actively participates in Quality auditing process on agents Fatal error
- Checking service incidents raised by agents and ensures them that they are auto closed within the closure time.
- Call flow adherence checked on timely manner by dip check to make sure all agents are aware on process knowledge.
- Preparing reports on Attendance of Shrinkage percentage on daily basis / Attrition percentage on every month / PKT given to agents weekly once.

AEGIS (LTD) From 17th February 2017 to 15th June, 2018

Aegis positioned as a Leader in the IAOP's Global Outsourcing 100 List 2014. Also, named a Top 10 Outsourcing Service Provider by ISG and positioned as a Major Player in the IDC Marketscape (Worldwide Business Analytics BPO Services). As, the company continue to be ranked amongst the top 10 providers of business services in various rankings across the globe.

➤ EXPEDIA (North America) Process: From 8th December 2017 to 15th June, 2018

**SENIOR CUSTOMER SUPPORT OFFICER & ESCALATION HANDLING
SUPERVISORS (TIER - 2) Expedia - NA Package (IB Process)**

Worked as **Senior Customer Support Officer & Escalation Handling Supervisors** for IB Process and I was responsible for assisting / providing information to customer on Flight / Hotel / Car / Activity booking, by working on Specialized tools **GDS - SABRE & AMADEUS &** provide attentiveness on call flow and clear communication skills, knowledge of product and ability, to use active skills on exact TAT & AHT management to make sure of understanding customers needs of provide superior supervising Customer Support, by providing First Time Resolution.

➤ **JIO Process: From 17th February 2017 to 7th December, 2017**
OPERATIONS TEAM LEAD & OFFSHORE CLIENT CO-ORDINATOR for
JIO (IB Process)

Worked as **Operations Team Lead & Offshore Coordinator** for JIO IB Process and I was responsible in handling team daily WFM (Work Force Management) adherence report to provide attentiveness on call flow and clear communication skills, knowledge of the product and ability to use acting skills on exact time management to make sure of understanding customers needs of calling for Customer Support team.

Job Profile:

Leading 45 seaters Inbound call center account providing voice support for RJIO IB Process, as below.

Job Responsibilities

- Daily Root Call Analysis on call flow
- Shrinkage Management
- Team Attrition Handling
- TNPS score (Transaction Net Promoter Score) daily review
- Call auditing / calibration to analysis and guide to prepare score card based on agent's KPI of key improvement area, based on agent's performance.
- Team Huddles
- Call monitoring and provide real time feedback / rebuttals on live call flow.
- Handling escalations on Problem management & Incident Management
- Actively participates in Quality process, including attendance at Quality Assurance meetings, calibrations and submission of required reports.
- Handling daily associates Productivity, Quality & AHT to make sure SLA is met as per onshore agreement.
- Checking service incidents raised by agents and ensures them that they are auto closed within the closure time.
- Call flow adherence checked on timely manner by dip check to make sure all agents are aware on process knowledge.
- Preparing reports on Attendance of Shrinkage percentage on daily basis / Attrition percentage on every month / Product Knowledge test given to gents on weekly once.

MPHASIS (Ltd) an HP Company: From 8th August 2012 to 22nd September 2016.

WORKED AS VDE – SENIOR TRANSACTION PROCESSING OFFICER & REPORTING CLIENT COORDINATOR

Based on associate's monthly PIP rating related to MIS, for a Canadian banking process (TD Bank --**Toronto-Dominion Bank** -- www.td.com). Worked on tools specialized eCRM tools like HOD (Host on Demand), AMT (Agent Monitoring Tool - Resolve).

Notable Attainments:

- Handling daily counts Assigned / Completed related to associates Productivity, Quality & AHT to make sure SLA is met as per onshore agreement.
- Conduct weekly review meeting with team and identify gaps to take corrective action.
- Maintain SLA doc for all activities performed by team, collect performance data, analyze and publish.
- Identify areas of improvement of team and prepare necessary action items.
- Identified and made recommendation for process improvements.
- Actively participates in the Quality Assurance process, including attendance at Quality Assurance meetings, calibrations and submission of required reports.
- Works collaboratively with other members of the interdisciplinary care team to provide holistic care.
- Report generation for weekly incidents & provide inputs to MIS for analysis.
- Responsible for the quality check on incidents logged.
- Responsible for RCA on Incident Management.
- Ensures optimum resource utilization, provides work direction and support for problem determination/ resolution.
- Managing service call, incident & problem requests through clarify and Service Desk.
- Mentoring the whole team to achieve performance target.
- Provided third level support to internal Service Desk technicians to resolve user concerns with specific applications and tools.
- Worked with Research and Development department on Quality Assurance & Data analysis.
- Checking service incidents raised by agents and ensures them that they are auto closed within the closure time.
- Handling operations control of a data center physical or virtual infrastructure about Data collection, verify details on different platform in use of computer systems and associated components, such as telecommunications and storage systems....

Additional Initiatives

- Key person to initiate Team Outing plan for annual refrain for team
- Organised Team Excursion with start to end on all required details -- Budget plan, departure & arrival time sheet, places to visit & transportation faculty.
- Weekly/Fortnightly fun activity on floor – I was Fun Activity Team Member and initiate fun activities.

Career Highlights in Mphasis:

- I was awarded as best performer for year 2013/2014/2015/2016.

- I was awarded for COE - **CENTER OF EXCELLENCE** Certificate direct from client (I was also part on project) for year 2014.

1. ZENITH SOFTWARE (Ltd): From 5th September, 2007 to 20th March, 2012.

Worked as **OPERATIONS TEAM LEAD & CLIENT CO-ORDINATOR** for Australian process.

Zenith Software Limited (ZSL), an ISO 9001:2000 Quality certified company, is in the business of providing world-class software solutions and support services to its clients.

ZSL provides Business Process Outsourcing (BPO) services to Global clients by leveraging its experience in the IT industry. We offer integrated solutions comprising of Customer interaction services and Technical support for a wide range of remote processing applications.

ZSL have a well-equipped information security, quality practices and disaster management. ZSL's state-of-the art facility is well equipped to service its global clients.

Job Profile:

Leading 40 seaters Outbound call center account providing voice support for an Australian based online food ordering company, as below.

- Online restaurant booking agent for various countries (i.e.**Australia, Hong Kong, New Zealand, Singapore, Thailand, Spain, Ireland and United Kingdom**).
- Booking agent for range of client groups including corporate VIP customers as well as international and interstate travelers.
- Organize functions for our members by providing venue recommendations and facilitating the entire booking process.
- Experience in handling customer's queries / enquires Emails.
- Search and update complete information of Hotel's / Restaurants and make online.
- Client Relationship & Coordination with onshore Product managers.
- We service restaurant bookings/Food Orders for the general public through website.
- Develop strategy to manage resource pool and day-to-day production volumes with managers and off shore leaders (Resource Allocator).
- Provide forecasts to managers about process workflow and expected changes in future.
- Call Monitoring, quality standards and training resources based on internal updated Skill Matrix.
- Prepares and analyzes monthly reports, tracking progress and performance of teams.

Additional Achievements:

Key person to initiate UK project for Online Restaurants / Hotels bookings by generating lead on internet research and created leads to sign up restaurants with Menulog.uk to receive online hotel bookings and restaurant food orders, which in result launched Menulog.uk link website.

Also, worked as “Business development Executive” for Menulog India process Menulog.in and was responsible for SEO projects (Australia and India websites)

Career Highlights in ZSL:

- I was awarded as best performer for year 2008-09.
- Trained on SEO (Search Engine Optimization) by one of the SEO master “Michael Fridman” well known in Sydney (Australia).
- Instrumental in bringing Menulog India process (Menulog.in)
- Worked as “Web Production Assistant” for Menulog process (www.menulog.com.au & www.menulog.com.au) under Australian client “Tomas Vana” (tomas@menulog.com.au)

Markelytics-Jan 2007 to June 2007

Designation: Trainee C.S.R

- Responsible to handle surveys(*Marketing Analysis Process*)
- Dialing for out bound process Canada, U.K& Australian

Hutch(Vodafone) - Sep 2005 to Sep 2006

I. Designation: Vas Executive – Sep 2005 – Oct 2006

- Responsible for Vas (*Value added Service*) Product
- Conducting Road Shows, Seminars , Presentation
- Live Demos in reputed Companies

II. Channel Supervisor (Calicut) – Oct 2006 – Dec 2006

- Responsible for Handling Team of 14 Members
- Organizing Corporate meeting
- Handling Promotional /Road Shows

Air Flights Ltd -July 2004 to July 2005

Designation: C.S.R

- Dialing for Domestic Process related to shipment / parcel inquires

Interests: Playing Volley ball, Drawing & painting

Personal Information:

Date of Birth	24 th July 1981
Father’s Name	Shekar.S
Email address	steve.menulog@hotmail.com
Gender	Male
Marital status	Married
Nationality	Indian

Religion	Hindu
Language known to Speak	English, Kannada, Hindi, Telugu, Tamil
Language known to Read	English, Kannada, Hindi, Telugu
Language known to Write	English, Kannada, Hindi

DECLARATION

The Above furnished information is true and correct to best of my knowledge and belief.

Place: Bangalore

Regards,
SREEDHAR.S