

# Gerad Vivek L

## Incident management / Quality Professional

~ Industry Preference: Quality (Helpdesk) / Service Management

~ Location Preference: India (Bangalore) ~

+ 91-9886491364

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### CORE COMPETENCIES

Belief in teamwork to develop strength & Clarity of thought process.  
Strategizing and implementing plans to achieve targets through strategy.  
Setting standards and ensuring adherence

### CERTIFICATION

ITIL foundation from QAI

### EDUCATION

(B-Com) Under graduate from Adarsha College Bangalore. (2001-2004)

P.U.C from Adarsha College Bangalore. (1999-2001)

SSLC from M.G.E.S school Bangalore. (1999)

### PERSONAL DETAILS

Date of Birth: 2<sup>th</sup> Nov 1981

material status: Single

Languages known: English, Hindi, Tamil & kannada

Address: #7, 1<sup>st</sup> Cross Thimmiah Garden R.T. Nagar post Bangalore- 560032

### PROFILE SUMMARY

Quality & Incident Management professional with 10+ years' experience, ITIL V3 Foundation & Six Sigma Yellow Belt Certified with demonstrated experience in practical implementation and on-going success of Agile and Lean Methodologies.

### WORK EXPERIENCE

#### IBM India Pvt Ltd:

TENURE: May 2011 to Dec 2018

#### Last Job Title

Incident Manager

Tenure: Sep 2013- Jun 2015 /May 2018- 7<sup>th</sup> Dec 2018.

#### Roles & responsibility

- Take complete ownership of high severity incidents.
- Ensure IT & End user communication are sent within agreed timelines.
- Ensure tickets are closed within SLA & IBM meets the set targets
- Ensure all the incidents are handled accurately and with highest quality.
- Ensure all low severity tickets are being addressed effectively and without any delay in handling.
- Timely acknowledgement, assignment and queue management
- Publishing required incident reports and drive RG's for closure of tickets.
- Coordinating other kinds of activities relating to Incident management.
- Auditing SLA breach tickets / doing RCA's and per-forming Bounce back analysis.
- Working closely with Problem Management team.
- Hosting calls with IBM & customer RG's for a smooth management of back log tickets and attending Weekly calls with the clients.
- Assisting Service Desk & keeping them informed in-case if any change in the process

#### Delivery Analyst / QA

Tenure: Jul 2015 – May 2018

#### Roles & responsibility

- Enable the operations teams achieve & exceed client metrics.
- Perform call monitoring, Ticket checks & Call Calibrations - Achieve targets.
- Effective coaching & feedback to entire span of agents/ service representatives.
- Monitor team performance, generate reports, trends & dashboards.
- Ability to analyze data & perform Root Cause Analysis.
- Take new actions within & across teams, to improve productivity and share best practices
- Ability to collaborate across multiple teams for process improvements and standardization.
- Act as a catalyst to drive adherence to all aspects under the GDF implementation.
- Prepare presentations on account performance and discuss the same with the clients.
- Prepare new process documents whenever required and train the team on the same.
- Train new hire on quality, process, basic Tech skills & Soft skills.

**Tech Support executive****Tenure: May 2011 – Aug 2013****Roles & responsibility-**

- Working with customers/employees to identify computer problems and advising on the solution.
- Logging and keeping records of customer/employee queries.
- Analyzing call logs so you can spot common trends and underlying problems.
- Updating self-help documents so customers/employees can try to fix problems themselves.
- Working with field engineers to visit customers/employees if the problem is more serious.

**Dhanushree Wealth Management services.**

Dhanushree Wealth Management Services is an employee-owned wealth Management firm. Leveraging the deep expertise and broad skills, which is dedicated to provide the best advice and service to individual, corporate, institutional and municipal clients.

**JOB TITLE:** Sales Executive.**TENURE:** From March 2007 to July 2008.**24/7 Customer**

24/7 Customer is the first BPO to provide integrated Customer Lifecycle Management (CLM) services that delivers a seamless end customer experience across the entire lifecycle. It is the number one service provider in over 70% of its relationships globally in CLM and are focused on delivering against our promise of Out performance through our global delivery plat-form, Multishore where the company promise to outperform its customer by 20% or more.

**JOB TITLE:** Tele-sales Executive.**TENURE:** From November 2005 to February 2007.**JOB TITLE:** Senior Tech-support Executive.**TENURE:** From August 2008 to November 2010.