

VIVEK KUMAR

Contact Details

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Carrier Objective

I am looking forward to work in a professional environment which encourages creativity and innovation to overcome the challenges faced day to day, and also where the job will incessantly require me to outperform myself. To utilize my ability to work in a team and manage stress so that I can handle the projects undertaken successfully and the experience of having worked in the most challenging environment will help.

Professional Profile

Total Work Experience: 8.5 years

- ⇒ **Work as an Buisness Analyst, WFM /MIS, Planner, Scheduler, RTA, Team Leader ,Manager1 WFM/MIS/Operations**
- ⇒ Exposure to all functional areas of Customer service, Planning, scheduling, Work Force Management & Team management.
- ⇒ An excellent communicator with strong interpersonal and communication skills.
- ⇒ Also done IT Training from B.S.N.L and TRF LTD Company.
- ⇒ Green belt Certified in Six Sigma.
- ⇒ German and Japansese Language Certified.

Awards & Achievements

- Has always been appreciated for my innovation management.
- Has always been appreciated for being most active member of employee relationship (ER) team.
- Have been a consistent performer & have received 36 times RNR for the same.
- I was nominated 10 times as Best **Manager 1** across global for achieving business KPI consistently.
- Awarded with several awards for the excellence performance in school dramas & Sports.
- Awarded with 3 Gold Medal and 2 Silver Medal in State Level Weight Lifting Competition.

Additional Responsibilities taken other Than basic KPI

- Have taken Refresher training on Product & Process for on-floor CCEs.
- Have taken Training for Specialised Desk Movement.
- Have taken Training for New Product Launch.
- Have designed training module on Effective Selling technique which is being used to train the CCEs to enhance their sales performance.

Organisational Experience

WORK EXPERIENCE:

1. ADVANTMED LTD.

Working as Assistant Manager (Buisness Analytics, Forecasting, Capacity Planning, Scheduling, RTA)

Lead contributor to the development of a strategic workforce plan for a global program of 2250 in 6 different countries

Managed team of WFM Forecasting Lead, Planning Lead, Scheduling Lead, for different project. Responsible for 1850+ Agent schedules and managing team of RTA Specialists while tasked to deliver high performance results for different client

- Led an organization through transition from 5 campaigns to 1 campaign, in order to leverage company scale and minimize Service Level dips.
- Led and facilitated network wide initiatives, national projects and meetings which streamlined processes and work efforts across the entire organization.
- Effectively managed, coached and supported a virtual team of 45, while contributing to team member engagement
- Improved department adherence from 70% to a consistent 90% by driving best practice processes through continuous education, focus groups, employee recognition programs, and gaining buy-in at an agent level allowing for the successful deployment and WFM operational practice
- Drove continuous improvement across all contact center locations, through improved collaboration and identified growth opportunities.
- Won the 2019 Raise the Bar Award in H1 for leading national contingency efforts and assisting with service level stabilization across the business
- Designed, implemented and managed an efficient workforce scheduling process that met the needs of agent and senior operational leaders
- Developed and implemented staff transition to low cost countries resulting in an annual savings of \$5M per year.
- Designed and implemented key process improvements including resource approval, staff cost management, succession and redundancy plans, role delineation, and employee reviews

2. INFOSYS LTD.

Working as Team Leader (Business Analytics, Forecasting, Capacity Planning, Scheduling, RTA)

Job Description:

- Team management, Client management, transition management
- Monitoring Agent and preparing report for Adherence
- Work closely with the scheduling and Forecasting team for better prospects
- Work with remotely, including outsource partners, in a centralized Command Centre environment
- Monitor real time queue, manual and tool based scheduling as well as forecasting.
- Handling the RTM Escalation matrix
- Work closely with client with RTM Calibration and quality Calibration.

Staffing and Scheduling

- Managing Scheduling Quality for 15000+ employees.
- Supporting and identifying client needs and link to process improvements
- Working with clients to create and modify staff scheduling and providing recommendations for better scheduling
- Ensure service levels and productivity goals are met.
- Implements and maintains workforce management platform.
- Maintains and analyses workforce performance, lead analysis and staffing change data for continuous quality and productivity improvement.
- Coordinates all reporting related to workforce management
- Client relation management.
- Preparing and conducting weekly and monthly presentation for clients
- Preparing and participating in Quarterly business review
- Assist in budget management, cost control measures and billing optimization
- Managing other Operation metrics such as Utilization, Shrinkage, Occupancy, Attrition Etc

WORK EXPERIENCE:

3. SITEL INDIA PVT. LTD.

Working as Sr. Workforce Coordinator (Business Analyst, Scheduler / Planner)

Job Description:

Capacity planning.

- Preparing forecast Long term and short term and long term forecast From Time series and Moving and weighted average methodologies for Shark Ninja and ORHP.
- Preparing Manpower forecasting files for deriving requirements from Locked forecast and provide them manpower requirement on basis of AHT curve and ideal occupancy.
- Raising requisition of batches and tracking thru put which can further utilise to gauge thru put %.
- Tracking attrition trend in order apply in MPF.
- Successfully Planned ramp up of 180 agents for Shark Ninja
- Always striving for applying cost saving methods which in turn gives maximum profits in terms of billing.
- Preparing Resource for Proposal (RFP) for new business post taking proper information and delivery expectation from client and provide best fit results on multiple billing scenarios.
- Maintaining Forecast accuracy dashboards and capacity planning dashboards.
- Maintaining seat utilization dashboards by actively involving in Seat Management and Reconciliation. Allocation of seats for future business by forecasting and calculating Manpower requirement .Constantly striving for Improvisation of Seat utilization.
- Roles & Responsibilities: - Ensure 90 day rolling forecast is in place for the accounts and forecast for 180 days are trended for Capacity analysis. Work with the client business managers and clients in establishing the 90-day rolling forecast. Consult with client to better understand business influences.
- Develop long and short-range call volume and staff forecasts based on client requirements and historical trends for business segments. Prepare forecast and staffing analysis based on actual call volumes and client forecast.
- Assist in analysis of hiring requirements with respect to attrition; call demand, and business growth.
- Turn volumes into accurate and meaningful FTE requirements and meaningful insight to SD in order to achieve service levels.
- Manage Manpower Indents for new Hires. Tracks total hiring & training and success to each requisition.

Scheduling:

- Providing best fit schedules to ops for bidding purpose to achieve SL with optimal utilisation.
 - To understand the requirement of process in terms of shift length, off preferences, flex and fix offs, flex and fix shift timings.
 - Providing multiple scenarios to ops by providing them in-depth analysis of deviations.
 - Creating shift bids (schedules) for ops with Shift constraints by abiding local work laws.
 - Preparing schedules and deriving staffing projections thru Blue Pumpkin and IEX.
- 1. Forecasting and Planning**
Prepare weekly shrinkage data for Staffing Plan.
Co-ordinate with Ops Team to ensure recruitment is in line with planned New Hire batches.
Track availability of Training resources to ensure Planed New Hire batches are successfully executed.
 - 2. Schedule Management**
Generate and publish schedules 2 weeks in advance.
Present deviation and provide recommendations to improve staffing availability
Track and Execute schedule changes as per accepted recommendations or basis Ops need.
Provide guidance to Ops team and RTA on advance OT recruitment and Time Off allowance.
Analyse shrinkage data and identify opportunity areas and suggest action plans to improve call handling capacity.
Plan offline activities and prepare Weekly rosters for the program.
Track and administer Leave balances, Process/Week offs & Regional holidays.
 - 3. MIS Reports and Analytics**
Publish weekly Head count reports, Reconciliation data and Attrition reports
Maintain and update Attendance details for the Program and calibrate the data with the Ops team on a daily basis.
Monitor schedule adherence, Analyse login data and report any Team/Individual deviations along with corresponding loss of productivity.

4. Communication

Liaison with Ops team and finalise daily and weekly staffing strategies.

Participate in calibration sessions and meets to discuss performance v/s goals, track deviations and suggest corrective action plans.

5. People Management

Upskill and prepare for self and others within the Team.

Other Administrative responsibilities relating to Team Management.

4. TATA-BSS LTD.

Worked as Team leader (Business Analytics, Operations / WFM/ MIS /RTA)

Job Description:

As Team Leader

Key Responsibilities:

➤ **Tata Docomo Voice Process (East Hub) (Roles & Responsibilities:-Hired Executives ID Creations, Skill Alignment, Daily & Hourly Operational Reports, Monthly Review Reports For Operations, Client Adhocs, Scheduling of Agents, Sharing Monthly Forecast With Operations as per Trend, Executive Monthly Performance Salary, OT Bonus, Split Shift Bonus, Preparation of Monthly & Daily RCA for SL miss, Real Time Skilling Process, Real Time Operational Reports Hourly & Daily Reports (PAN INDIA), TAT Coordination with Clients & Operations on real time issues, RTA Responsibility with coordination to other centres on real time.**

- ⇒ Creating an environment that sustains and encourages high performance; motivating teams in optimising their contribution levels.
- ⇒ Analyzing business potential, executing strategies to drive Performance and achieve desired targets.
- ⇒ Administratively manage a team of Customer Survey Executives and monitor their performance.
- ⇒ Motivate and recognize them through implementation of the company R & R programs.
- ⇒ Improve quality of service and increase client delight.
- ⇒ Achieve service level and productivity targets for the team.
- ⇒ Analyse calls to identify the root cause of complaints.
- ⇒ Monitor and maintain quality of interaction with customers.
- ⇒ Call handling to develop first hand sensing of customer satisfaction and manage objection Handling
- ⇒ Audit Calls and identify the training requirements of each Team Member.
- ⇒ Identifying the training requirements of each Team Member and providing the same in the appraisal sheets.
- ⇒ Handling internal escalation calls and efficient dealing of complaints to completion and enabling satisfaction of customer.
- ⇒ Meet Target assigned by client.
- ⇒ Administratively manage a team of Customer Service Executives along with their performance.
- ⇒ Give timely & real time feedback with a view towards improving Operational and individual efficiency.
- ⇒ Preparing monthly TL review to gauge individual and teams performance.
- ⇒ Worked as IEX R4
- ⇒ Created documentation for updated IEX features
- ⇒ Created PPT presentations for training on new IEX features
- ⇒ Coordination between User and programmers
- ⇒ Administrative tasks like Leave Clearance/ Approvals, Shift/WO swaps.
- ⇒ Track, analyze and report center and agent performance
- ⇒ Analyze and report historical data and trends and develop forecast models
- ⇒ Manage employee information changes
- ⇒ Manage proactive approval and denial of discretionary activities; such as vacations, trainings, meetings
- ⇒ Perform other duties and assignments as directed
- ⇒ Manage intraday staffing levels
- ⇒ Attending call calibrations with quality and training team.
- ⇒ Motivating each Team Member, guiding, monitoring their performance and implementing corrective actions as required.

⇒ Prepare and submit periodic Team performance reports.

5. AEGIS GLOBAL LTD.

Working as a Team Member for Operations

Job Description:

- Customer Support Executive and customer interaction executive VIP desk, Airtel, Vodafone.
- Directly responsible for taking Prepaid, Postpaid mobile and FWP issue and network related issues.
- Assigned responsibility of online activation and deactivation of various services.
- Actively involved in assisting reliance phone user for inquiries about the services and offers of the company.
- Met the target in AHT, Quality and Customer satisfaction.
- Handling all India VIP Customer.

KEY CLIENTS HANDLED:

INTERNATIONAL (North America, Philippines, Canada, Australia, NZ, UK, USA)

- USAA , Intuit , San Angelo (AT&T ,Direct TV , CPS Energy , TXU , Shaklee) & Shark Ninja
- TATA SKY DTH Services & Telecom TTSL (Post Paid, Pre-Paid {CDMA, GSM} & Virgin) Airtel, Vodafone.

SKILLS

- Non-Technical
 - ✓ Excellent verbal and written communications.
 - ✓ Good Analytical skills
 - ✓ Team Player.
 - ✓ Supervisory & Leadership skills.
 - ✓ Good interpersonal relationships.
 - ✓ Computer literacy.
- Technical
 - ✓ MS-Office
 - ✓ MS-SQL
 - ✓ Aspect Dialer Version 5.2 & 6.6
 - ✓ Aspect Enterprise Campaign Manager
 - ✓ Avaya BCMS & CMS
 - ✓ Verint Ultra
 - ✓ Livevox Dialer
 - ✓ E-WFM
 - ✓ IEX V 6.5.5
 - ✓ Blue Pumpkin

REWARDS & RECOGNITION

- Internal and External Client appreciation on Real Time Management efficiency.
- Successful ramp up plan was carried out with the help of Operations, Project Management team and support functions.

Star Performer Award – Work Force Coordination

Q1 2017 | SITEL India Pvt. Ltd.

Received 'The Star Performer Award' recognizing my work as a WFC in Head count reconciliation and rolling out processes to streamline communication with onsite Ops Team and improve coordination within different WFM functions.

Star Performer Award – Work Force Coordination

Q2 2017 | SITEL India Pvt. Ltd.

Received 'The Star Performer Award' recognizing my work as a WFC in SITEL's largest Client's Work @ Home operations in North America Region.

Best Work Force Coordinator Award

Q3 2017 | SITEL India Pvt. Ltd.

Received 'The Best Work Force Coordinator Award' recognizing my work as a WFC for support in managing an entire site in San Angelo with 5 different Accounts. This included being whole and sole WFM support on an Account. Additionally, also provided WFC support to business operations in Saint John, Canada.

Academic Credential

- ⇒ **PGDM** from Prin Welingkar College Mumbai
- ⇒ **BSC-IT** from Kolhan University.
- ⇒ **Intermediate** from I.C.S.E, S.S+2 High School
- ⇒ **Matriculation** from I.C.S.E, MNPS
- ⇒ **Proficient** in MS Office, IEX, CMS, Genesys, Verint, Blue Pumpkin, Ms-SQL

Personal Details

Date of Birth	:	6 th November 1992
Address	:	Ekta Nagar, Triveni Tower, Malad West, Mumbai -400064
Gender	:	Male
Languages Known	:	English, Japanese, German, French, Hindi.

DATE:

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