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Aspiring to be a part of WFM professionals inclined towards innovation & excellence with key focus on delivering quality, customized & best possible solutions

PROFESSIONAL SYNOPSIS

- A dynamic professional with more than 6 years of experience in WFM & Customer Service gained through organizations of high repute.
- Effective communicator with good interpersonal skills and hands on experience in team leadership & imparting training to new hires.
- Expertise in projecting the possibilities of meeting SL, Line requirement of the process/processes.
- Proficient in conducting client calibrations & training sessions, supervising the team, managing the entire production floor as RTA specialist, scheduling & forecasting with standard knowledge of WFM & business practices.
- Domain expertise in handling supervisory calls & analysing quality measures to be followed with respect to critical performance matrices set by process & client.
- Proven skills in managing floor in pressing situations.

ORGANISATIONAL EXPERIENCE

<u>Tenure</u>	<u>Company Name</u>	<u>Designation</u>
Since Sept'15	Teleperformance, Gurugram	Lead Scheduler
Mar'13-Aug'15	Aegis Limited, Bangalore	WFM Executive
Sep'11-Feb'13	Magus Customer Dialog, Bangalore	Customer Executive

KEY DELIVERABLES

Current profile- Teleperformance (CRM India Pvt. LTD.)

Lead Scheduler

- Create a Scheduling model for the project and assist forecasts for all assigned processes with help of various statistical forecasting norms and business intelligence
- Scheduling Adjustments of Agents as per the required line.
- Contribute to consistently achieving service level goals by providing leadership inputs for the process betterment.
- Be a part of the weekly and daily staffing review meetings with Operations/WF management from different centres across the globe detailing previous and current week's performance and forecast the requirements and performance of remainder of current and next week, while also identifying the risks and plan accordingly.
- Manage intraday service level acceptable goals.
- Prepare and share day of impact analysis for outages, staffing shortages, and other unplanned events.

- Administration of intraday schedule changes.
- Perform ADHOC duties and assignments as directed by the senior management.
- Represent WFM as the point of contact in various Ops and WFM's staffing requirements' meetings and provide insight from WFM perspective and work accordingly on the discussed points.
- Providing Trainings to the members of teams.
- Making changes to the agents' schedules in the best possible manner as required for any LOB.
- Working and coordinating with the schedulers from U.S. in preparing agent schedules for different LOBs.
- Strengthen network relationships with clients, operations & within team to exchange different ideas about process/performance improvement.
- Had worked under various Scheduling model with the maximum head count of 200 for a projects and also provided the best Efficiency and Inflexibility parameters.
- Analyse actual call patterns internal & external factors to improve forecasting accuracy.
- Analyse schedules on a regular basis, and recommend alterations to ensure optimal coverage. Such as: shift bids, flex schedules, etc.
- Coordinate with contact centre management team providing daily/weekly/monthly production recommendations necessary to meet objectives such as service level, occupancy, utilization rates, etc.
- To ensure proper seat utilization has been maintained for the projects based on the head count, if any misses happening have to raise a flag in terms of revenue.
- Preparing and analysing reports for and from the Operations and help cover the gaps.
- Have taken care of Intraday Analyst to ensure they are on right track of Real Time.

Previous profile- Aegis Limited

WFM Executive (Acting RTA Lead)

- Preparing daily workloads for team & co-coordinating the daily allocation of work.
- Motivating the team to achieve high standards.
- Sending daily C-SAT report (Span Wise, Team Lead wise) to Sr. Management.
- Preparing over & under for RTA purposes.
- Sending incident report to Operations at the closure of the day.
- Sending hourly report to client.
- Keeping a track of all IT issues.
- Updating floor dashboards.
- Preparing incentive plan as per operational requirements.
- Analysing the staffing over under & finalizing the hiring numbers for the process.
- Monitoring and controlling operational parameters for designated accounts Manpower Utilization, Seat Utilization, Manpower cost per person.
- Ensure schedules prepared meet service level requirements.
- Preparing monthly performance decks of the designated process for management review.
- Generating Seat Utilization & Critical performance metrics reports on an organisation level for higher management's review.
- Establishing the confidence & trust in client (Operations) by providing logical, practical & appropriate schedules & solutions for all Ad Hoc requests considering various what if situations & real time scenarios.
- Coordinating with operations for closing weekly scheduling activities within defined timelines as per the staffing agreement keeping in mind the dynamics & exceptions of Operations.
- Managing RTA in a process of more than 200 agents aligned on different LOBs (Voice/Chat/E-mail).
- Analysing real-time scheduling & availability and facilitating the Service Levels decided by the Client & Management (as per SOW).
- Generating process performance report on Daily / weekly / monthly basis to display the performance charts to the operations & external clients.
- Preparing Queue & Team Level reports for the process and identifying top / bottom performers as per the predefined targets.
- Managing breaks, preparing bay plan to maximize seat-utilization.

Previous Profile- Magus Customer Dialog

Customer Executive

- Taking care of customer complaints over the phone.
- Ensure 100% customer satisfaction by providing proper resolution.
- Taking care of retailers complaints on the phone for Vodafone Pvt Ltd.
- Ensure CSAT by providing proper solution.
- Ensure less AHT by providing solution.

NOTABLE ACHIEVEMENTS

- Awarded as best RTA team.
- Awarded as best consultant.
- Have worked closely enough to reduce manual work & thus costs by automating various reporting trackers

EDUCATION

- B.com in Christ University

Thank you!