



Ranjith Kumar T C



9176177372



ranjithkumartc@gmail.com

CAREER OBJECTIVE

Seeking assignments in Process Improvement / Client Relationship Management / Team Management / Operations with leading organizations in IT/ITES sector

CORE COMPETENCIES

- | | |
|---|--|
| • Client Relationship Management | • Delegation & Motivation |
| • Service Level Adherence & Quality Standards | • Efficient & Effective Communication |
| • People, Process, Team & Account Management | • Reporting and Data processing/presentation |
| • Six Sigma Green & Lean Six Sigma Black Belt | • Persuasiveness |
| • Information Security & Business Continuity Planning | • Presentation & Creativity – MS Office |
| • Budgeting & Contingency planning | • Audit SPOC - Client, Risk & Compliance and ISO |
| • Critical thinking & Problem solving | • Process Enhancement |

PROFESSIONAL PROFILE & EXPERTISE

- 19+ years of experience in the areas of Operations, Quality Assurance, Risk & Compliance and Team Management in the ITES industry
- Six Sigma Green Belt & Lean Six Sigma Black Belt certified
- Project level Data Protection officer. Coordinates with Risk Management Team & support functions on compliance related activities
- Leading the Client Compliance & ISO Audits, Business Continuity Coordinator
- GDPR trained and executed transition within the Project (Williams Lea) to be compliant with GDPR regulations
- Leading the Design, Testing & Implementation phase within the Project (Williams Lea) and coordinating with Global stakeholders & Client to ensure smooth transition of the new technology
- Proficient in organising and coordinating training programs for improving teams efficiency
- Adroit in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence
- A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas
- Interpersonal, communication and organizational skills with proven abilities in People, Process, Client, Technology & Finance management, relationship, planning & execution

CAREER HIGHLIGHTS

SEPTEMBER 2006 TO FEBRUARY 2020 ~ WILLIAMS LEA INDIA PVT. LTD., CHENNAI ~

Associate Operations Manager for a leading Investment Banking project

- Started the career as a Client Manager in 2006 to 2011. Promoted as an Associate Operations Manager in 2012 for Chennai
- Leading the Presentations services, Creative, Global Workflow, Support Desk & Commercial domains
- Drawing business strategies based on current market, future requirement and logic driven factors
- Establishing account specific metrics and setting quality standards by innovative solutions
- Defining, setting, enhancing process efficiencies and quality output
- Displaying good analytical and strategic business skills
- Account Management & building lasting relationships with people (peers, clients alike)
- Building Solution Architecture within the vertical complying with ISMS vendor governance & ISO
- Implementations and transitions of new projects/expansions from an operations role apart from contributing to the strategic direction and growth of the site
- Team management and development

- Training and competency development
- New joiner Orientation on Business & Process within the project & overall Williams Lea
- Performance and contingency management
- Developing and deploying strategies for emergency situations
- Responsible for working with stakeholders in establishing and operating delivery platforms. This involves overseeing supervisory and support services through service level management, business planning & strategy, budget oversight, information security and risk management, transition support, IT & facilities strategy, business continuity and legal & governance
- Closely involved with the overall strategy planning as well as account level business development activities
- Responsible for multiple MIS/Dashboards/Analytics for senior management & Client
- People Leadership, Operations Management and Tools Support
- Business Process Management, Process Improvement and Innovation
- Investment attraction

SEPTEMBER 2005 TO AUGUST 2006 ~ OPTIMUS - A POLARIS BPO ~

Team Leader

- Leading a team of 20 Support Executives & 2 MIS Executives
- Maintaining strong relationship with Team and the Client (ICICI)
- Regular updates on Conversion Reports to the Executives
- Motivating the executives to reach the targets and resolve the customer issue within the given turnaround time
- Conducting regular team huddles to update them on call quality parameters and maintain good co-ordination among the team members
- Overall product training as well as soft-skill training monitoring, call quality analysis, team co-ordination, and individual performance monitoring are regular monitored and updated to the management
- Regular client interaction on the service level and quality check is conducted and updated to the team
- Maintaining & updating the daily conversion reports to the team

SEPTEMBER 2002 TO AUGUST 2005 ~ SUTHERLAND GLOBAL SERVICES, CHENNAI ~

Team Leader - Amazon.com Chat Support

- Steering a 15 member team towards attainment of the Service Level Agreement of the Project
- Managing activities pertaining to performance appraisal for the team members
- Stack ranking the agents on weekly basis based on the reports
- Coordinating with QA team on a regular basis to improve the team's performance
- Conducting team huddles on daily basis and giving regular inputs to each individual to improve their performance.
- Involved in analyzing the Extreme Dissatisfaction Rate
- Provide support to the team by acting as the first line of escalation for customer related queries in order to provide exceptional customer service
- Develop strong interpersonal relationships with the team, to cohesively bond them together with the company and integrate them with the vision and core values
- Provide hands-on assistance, share information proactively and troubleshoot for the team in case of problems, both, through direct intervention and mentoring
- Involved in the Customer Operations Performance Centre audit

Senior Technical Support Executive ~ Gateway Technical (Voice & Remote Assistance) & Customer Support

- Technical Support for Desktops and Laptops & Customer Support
- Refer to internal database or external resources to provide accurate tech solutions
- Properly escalate unresolved issues to appropriate internal teams
- Maintaining a very good Customer Satisfaction Rate & Average Handling Time
- Generating & Maintenance of Individual performance reports

FROM JULY 2000 TO SEPTEMBER 2002 ~ AVS COMPUTERS ~

Technical Support Engineer

- System Assembling & Troubleshooting
- Handling customer calls in person
- Perform hardware and software installations, configurations, updates & upgrades of parts if need be
- Follow up calls as applicable
- Recording & maintaining the frequent technical issue to create a knowledge base for the team

REWARDS & RECOGNITION

- Client Award - RARE - Recognising and Rewarding Excellence
- Best Team half yearly & Annual
- Employee of the Year
- Exceptional Client Focus
- Exceptional Entrepreneurial Spirit
- Exceptional Ideas & Solutions
- Exceptional Leadership
- Exceptional Team Player & Development
- Great Manager Award
- Rising Sun

TRAINING PROGRAMS

- Six Sigma Green & Black Belt
- Operations Management & Analytics
- Information Security Management Policy, Disaster Recovery, Business Continuity Management & Planning, Health and Safety Training, Secure Disposal of Computer media and IT Infrastructure
- Soft Skills & Culture
- Performance Booster & People Management
- System Assembling & Troubleshooting
- Effective Communication

ACADEMIA

NATIONAL INSTITUTE OF TECHNOLOGY, JAIPUR (FORMERLY KNOWN AS REGIONAL ENGINEER COLLEGE)

Bachelor of Electrical Engineering

PERSONAL DETAILS

Date of Birth	March 13, 1978
Address	37, 3 C Flat V R Pillai Street, Vijay Avenue Triplicance, Chennai – 600005
Marital Status	Married
Languages Known	English, Tamil, Hindi, Malayalam & Telugu
Hobbies	Reading, solving puzzles, internet surfing, Cricket, Snooker, Table Tennis, Badminton & Volley Ball
LinkedIn	https://www.linkedin.com/in/ranjithkumar-tc-a8b20b9/