

# Raghunathan Kuppuswamy

Manager – Operations

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## Personal Summary

A competent and committed Business Administration, Accounts/Commerce Graduate & Project Management Professional With hands on Knowledge and experience in various BackOffice Works for Financial/Bank Projects, Healthcare and Telecom process also in Educational & Government Sectors & OMR / OCR, Document Management Services. As an MIS I analyze and facilitate strategic and Operational activities to implement, manage, and Utilize systems to generate Information to improve efficiency and effectiveness of decision making.

As an Operation Manager, I involve in Initiating, planning, executing, Monitoring & controlling the Operations of Project. Formulating Policies, Project Management for new Projects, managing Daily Operations, materials, resources and Operational management asset. Possessing excellent communication skills and having professional ability to Communicate with clients and colleagues.

## Academics

**Bachelor in Commerce**, Guru Nanak College, University of Madras, Chennai (1998-2001).

**Project Management Professional (PMP)**, IIPM International Institute of Project Management. 2014 (Course Completed)

## Career History

### Technoble Solutions (India) Pvt Ltd

**Technoble Solutions (India) Pvt Ltd** are a global provider for SAP system for small, medium and large enterprises. Technoble Solutions (India) Pvt Ltd has the ability to determine the best practices by applying a combination of domain knowledge and technical expertise to cater the best customer experience. Technoble Solutions (India) Pvt Ltd spend time to understand your strategy at all the levels and work to deliver better services, customer experiences and content. Technoble Solutions (India) Pvt Ltd take pride in creating quality enterprise software and related quality services to your company.

**Manager – Operations** (Jan 2016 to June 2021)

**Client :** SAP, TCS, Ford, Wipro, Apple, Oriental Bank of India, Phillips .

#### Duties:

- Allocating and managing staff resources according to change needs, Negotiating with customers and suppliers
- Develop business by gaining new contracts, analysing problems and producing new solutions
- Ensure an efficient and qualitative operation through effective planning, leading, controlling and organizing.
- Coordinates with the Training team on the various need based training programs.
- Monitor and control expense according to allotted budget.
- Also coordinates with the HR team for KRA setting and performance appraisals.
- Ensure team follows standard operating procedures for all operational functions.
- Maintain accurate and clear documentation for operational procedures and activities.
- Conduct regular meetings with team to discuss about issues, concerns, updates etc.

**Ninestars Information Technologies Ltd – Chennai & Bangalore (NITL)**

**Ninestars**, We have built the world's leading content digitization and digital transformation company. Our Solutions are technology-driven and deeply rooted in domain insight. We have delivered digital content assets across formats, platforms and media for over 90 customers. Often We have partnered with them to unlock emerging markets, strengthen revenue and reach new audience.

**Manager – Operations** (March 2015 to Dec 2015)

**Client :** Aircel Cellular Limited & Tata Docomo Tele Communication

**Duties:**

- Assists and Reporting to DGM & GM - Operations in planning, organizing, executing and achievement of production goals and targets.
- Provides necessary inputs to the Operations Head on bandwidth, connectivity, database functionality and reporting.
- Responsible for optimal/ cost effective scheduling and smooth running of the production shifts.
- Schedules periodic meetings with the team and QA team to review performance, audit reports and discuss any corrective measures needed/ initiated because of any deviations.
- Implement Process Improvements, coordinate with the Quality improvement team to build effective & procedures to improve the overall service quality.
- Implement productivity improvement through Quality Maintain staffing and scheduling of department personnel to provide quick response to customer calls.
- Supervises and coordinates the activities of Team Leaders to ensure prompt, accurate response to customers;

**Meta-i-technologies Pvt Ltd – Chennai & Bangalore.**

**Meta-i** was founded in 2001 as an incubated company of the NS Raghavan Centre for Entrepreneurial Learning (NSRCEL) at the Indian Institute of Management Bangalore (IIM-B). Meta-i is one of the Country's Foremost provider of quality skills testing, Assessment & education support services. Operation in Karnataka, Tamil Nadu, Kerala, Andhra Pradesh and Telangana States.

**Manager – Business Development & Operations** (April 2012 to Dec 2014)

**Client:** AP & Telanagana state, Jipmer Pondichery, VCRC Pondichery, Infosys and Ford, Jipmer.

**Duties:**

- Implementing, Planning, Executing, Monitoring & Controlling and delivery in standards ensuring that the level of Stakeholder able to meet the expectations and aspirations.
- Planning, defining and managing the scope of the project.
- Developing a schedule, allocating resources and cost management.
- Executing the policies and procedures that enable operational excellence, improve Stakeholder satisfaction and meet regulatory compliance and industry standards.
- Identify risks involved in a project and develop mitigation and contingency ensuring project is not derailed at any point.
- Identifying Stakeholder impacting issues, finding and implementing solutions.
- Escalating issues on a need basis such as spike in volumes vs. forecast, people issues etc.
- Filling the invoice copies, documents and other necessary form and papers.

## Career History

### **Mondial Software Pvt Ltd – Chennai & Mumbai**

Mondial Software is a company that designs “Document Management systems for the Insurance Companies, Financial sectors, Banks, Healthcare, and Educational Systems”. Mondial design builds, operate and maintain the critical infrastructure for the Document Management sectors. Our Business has experienced significant growth in software maintenance and imaging engineering operations.

#### **Assistant Manager – Business Development & Operations (Jan 2007 – March 2012)**

**Client:** Kotak Mahindra bank, Star Insurance, Tata Docomo.

##### **Duties:**

- Assist Project Managers in project budgeting.
- Assisting / Co-coordinating / Liaising with Client (LTA)
- Co-ordinates resource deployment across all processes for the engagement (Team Size, Span, Shift Utilization, Skill sets, technology rollout) to ensure budget & pricing assumptions compliance
- Signs off on the service quality plan including the quality control, assurance and improvement
- Redesign, work flow enhancement, shift utilization, Staff mix, staff utilization to meet / exceed internal financial goals
- Continuous initiates in innovation and process improvement
- Risk Assessment and migration planning, high risk project reviews and governance of complex engagements in order to minimize and migrate account risks
- Ensuring that Output Quality is as per SLA; adhering to and enforcing SLA Compliance, Information Security and HR Policies.
- Specify delivery governance and track and control account execution with the order to achieve delivery excellence Leading business positioning to business growth

## Career History

### **Tata Consultancy Services -Associate - Chennai**

Tata Consultancy Services is IT consulting and business solutions. Provide quality service to global businesses. TCS is a leader in the global marketplace and among the top 10 technology firms in the world

FTE & Team Leader (April 2003 - June 2006)

**Client:** Barclays Bank UK (Loan Account Opening & Overdraft Limit Marking for Small Business)

##### **Duties:**

- Responsible for continuously monitoring the various steps of the process like Transcribing, Processing & QC for delivery within the SLAs.
- Implementing training for new recruits.
- Responsible for overall co-ordination of the team with regards to Quantity and Quality.
- Conducting team meetings on a periodic basis to discuss any process and non-process related issues.
- Attending to Conference calls with the clients on a periodic basis.
- Preparation of Management Information reports on periodic basis.
- Responsible for prioritizing on urgent cases which have a higher severity than the others.
- Co-ordinate with the clients regarding any technical and process oriented issues.
- Co-ordinate with the software developing team in the designing and enhancement of the Process Support Tool. To enter the legal data in the client database.
- Analyze, adjudicate and research on the document with that of the original.
- Calculate the amount that needs to be reimbursed to the customer.
- Cross-verification of the entered documents with that of the Original.
- To carry out a quality check on the data entered by the agents.

## Career History

### Larsen & Toubro (L & T)

Larsen & Toubro Limited (L & T) is a technology, engineering, construction and manufacturing company. It is one of the largest and most respected companies in India's Private sector.

#### Computer Operator (July 2001- March 2003)

**Client:** CPCL (Chennai petroleum Corporation Ltd),  
Ennore Port Trust (Athipattu),  
NCTPS (North Chennai Thermal Power Station)

#### Duties:

- Working in CEMA (Construction Engineering Management Assessment) L&T inbuilt FoxPro package
- Trained in SMS (Site Material System)
- Preparing Purchase Order, Stock Statement & Producing Reports
- Preparing Office Timesheet, MIS Works.
- Make telephone calls in system and followed up on issues

## Key Skills & Competencies

- Excellent Verbal and Written Communication skills in English.
- Ability to interpret and handle complex work.
- High energy levels, zealous and pro active.
- Excellent interpersonal skills.
- Provide support as multi-tasking team player.
- Decisive and Direct.
- Flexible in responding to the constant changes of assignment and work environment.
- Highly initiative with strong self- management skills.

## References:

Available on request.

## Personal Details

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