

Vishal Kumar

Ph: 9899078111

E-Mail:- vishalkumar019@gmail.com

CAREER SUMMARY

- Seasoned leader with 20 years of experience in strategic decision making, sales and marketing, business expansion, client services, training and Quality in the SaaS/BPO/ITES industry.
- Proven skills in
 - Service Delivery
 - Sales and marketing
 - Client & account management
 - Training and Transition
 - Quality and Compliance
 - Client Success and Onboarding
 - People & performance management
 - Process implementation/execution

KEY DELIVERABLES

Strategy

- Part of senior management and an active contributor in devising organization strategy powering growth
- Driving organization mid to long term strategy plans to achieve desired business goals
- Business Expansion
- Revenue Enhancement

People and Process Management

- Analyzing and evaluating running procedure and methods enabling seamless business continuity
- Implementing plans & governance to ensure Critical To Quality & Critical To Process target delivery
- Effective resource allocation & utilization leading to healthy bottom line
- Sign off Manpower planning, Recruitment, Resource allocation

Client Relationship Management

- Support organization growth by providing strategic partner direction, build new and maintain existing relationships
- Mapping partner's requirements and coordinating processes in line with the guidelines specified by the partner
- Determine short & long term resource requirement, build and designate teams & responsibilities
- Initiate projects for Business growth, revenue enhancement & cost reduction
- Be a partner of choice via delivery excellence & value addition to partner business

Finance Management

- PnL owner
- Accountable for yearly budgeting including cost, revenue & manpower
- Active participation in RFP's for delivery scope & financial objectives

Training & Transitions

- Develop training programs according to approved methodology
- Develop improved methods to meet training and objectives/goals as required
- Managing the L&D team, for the company's internal competency building
- Verifying timely up scaling of trainers and skillset
- Ensuring versioning of content as per process requirement

Quality & Compliance

- Implementing plans for the process and maintaining CTQ & CTP targets for the process
- Generate a portfolio of potential process improvement projects and drive the momentum of each process.
- Coordinating integration with support functions viz. WFM, Training, Technology, and Compliance.
- Implementing term plans for achievement of process objectives

ORGANIZATIONAL OVERVIEW

Mar'20 – Till Date with Touchstone Educationals as a Vice President - Sales/Operations/Technology

Touchstone is the most comprehensive preparation brand for all exams related to studying abroad. Leading study abroad consultant and the one-stop solution provider for all students and professionals who desire to pursue their higher studies and enhance their career abroad. Touchstone holds the distinction of being the **only institute in the country to have Cambridge University Press as a knowledge partner.**

- ⇒ Heading **sales, operation, IT, Infra and marketing** globally (Mid-Market - USA, EMEA, Australia & New Zealand)
- ⇒ Integral part of senior leadership team and key contributor in building the strategic direction of Touchstone's overall business in all prominent markets
- ⇒ Provide strategic and operational direction and leadership to the sales and marketing team
- ⇒ In collaboration with the CEO Office and all other relevant functional teams to plan new products, set annual sales targets, annual incentives and reviewing progress vs. target
- ⇒ Identify business risks and engage with all stakeholders in order to correct them and take preventive or corrective action as appropriate
- ⇒ Playing a critical role in building, inspiring, training and managing a talented, motivated and highly diverse team of 1250+ sales, operation, IT and academic delivery
- ⇒ Run and operate tele-sales channel with full focus on digital/online courses
- ⇒ Provide strategic and operational direction and leadership to the sales and marketing team
- ⇒ To forge partnerships globally for achieving incremental sales volumes
- ⇒ Working closely with Product, Engineering, Enablement, and Sales teams to align their efforts with Customer Success philosophies to deliver long term sustained success to customers and partners.

Mar'17 - Till Jan'20 with Cvent Pvt Ltd as Head of Department(India) – Training/Quality/Client Success

Cvent, Inc. is a leading cloud-based enterprise event management platform. Cvent offers software solutions to event planners for online event registration, venue selection, event management, mobile apps for events, e-mail marketing and web surveys.

Project details:

Quality:-

- ⇒ Managing Transactional/Experiential quality and process excellence of client services globally
- ⇒ Conduct Value stream mapping to identify Lean opportunities and re-design the process
- ⇒ Create & Lead Ideation/Innovation platform for multiple business units
- ⇒ Managing the Business Excellence module to identify the trends and detect early warnings
- ⇒ Manage Customer feedback and ensure each customer experience is used as an improvement opportunity for service delivery enhancement

Training:-

- ⇒ Strategizing and effectively addressing training needs via roll out of quarterly training calendar
- ⇒ Evaluate training and performance interventions -Training effectiveness of New Hire training
- ⇒ Responsible to evaluating performance of trainers and managing their development roadmap
- ⇒ Ensuring high quality learning experiences by setting training delivery benchmarks and evaluation processes
- ⇒ To evolve future leaders through Learning & Development initiatives

Client Success:-

- ⇒ Supporting **Professional Services Group and Customer Services Group** globally (Mid-Market - USA, APAC, EMEA, Australia & New Zealand)
- ⇒ Oversees the management and growth of the Customer Success team and its processes
- ⇒ Enable the team to own the customer relationship; define customer goals, and drive adoption
- ⇒ Manage a team of high-performing Customer Success Consultants, including team management and professional development

Dec'12 - Till March'17 with Techieonclick Solutions Pvt Ltd as Director (Sales/Operations/Support Functions)

TOC is a startup BPO with a view to extend offshore services related to customer and billing support, technical support, managed IT services & Premium Technical Support to consumers and SMB's in U.S.A & Canada

Project details:

- ⇒ To develop and enhance the business's talent to support the overall business strategy
- ⇒ Participate in adoption initiatives and assist the team & leadership with project management
- ⇒ Refine operational metrics for team & system for measuring effectiveness
- ⇒ Strategizing and effectively addressing training needs via roll out of quarterly training calendar
- ⇒ Scheduling of training modules, ensuring participation / appropriate buy-ins, management of training delivery and measurement of training effectiveness
- ⇒ Evaluate training and performance interventions -Training effectiveness of New Hire training

- ⇒ Perform periodic diagnostic study on business performance, reporting and feedback to proactively identify areas of improvement and mitigate the risk
- ⇒ Imparting qualitative and regular coaching, feedback and one-on-one sessions with the Leads to support improvement, understand their career perspective to groom them accordingly
- ⇒ Evaluate the processes requirements for RPA readiness
- ⇒ Perform periodic validation and analysis to identify the levers for business productivity enhancement
- ⇒ Identify, implement and manage cross-site process improvement, automation opportunities and transformation projects
- ⇒ Conduct Value stream mapping to identify Lean opportunities and re-design the process
- ⇒ Develop and track business and marketing plans with the customers / partners.

Aug'10 - Nov'12 with Quattrro Global Services Pvt Ltd as Head – Training and Transitions

Quattrro is a global services company offering business and knowledge processing services to organizations seeking higher operational effectiveness, greater flexibility and lower operating costs.

Project details:

- ⇒ Spearheaded organization/account level training for all LOB's
- ⇒ Monitor instructor performance to verify training is conducted as outlined in approved training materials and in a manner that motivates personnel to learn.
- ⇒ Verify that the training staff has obtained and is maintaining their technical and instructional knowledge and skills.
- ⇒ Track current industry training issues.
- ⇒ Assist line management in identifying potential training needs based on facility and industry operating experiences
- ⇒ L & D SPOC for the process of 1000+ associates
- ⇒ Streamline the transition queue.

Jan'06 - July'10 with Dell International as Program Lead – Revenue Generation

Dell is an American multinational computer technology company based in Round Rock, Texas, United States, that develops, sells, repairs, and supports computers and related products and services.)

Project details:

- ⇒ Responsible for structural delivery of the Revenue Generation Queue(Global Initiative of Introducing Sales in Consumer Technical Support)
- ⇒ Spearheaded Project **Octane**, intranet based logical decision tree to help agents assist in Sales
- ⇒ Project XPR, 450+ agents trained within a month, immediate impact seen on repeat rate
- ⇒ Managed support manager and product support group to ensure reoccurring issues getting resolved on immediate basis
- ⇒ Devise Operating Plan for the sales queue and plan accordingly
- ⇒ Managed Revenue for the teams and in regards for driving low AHT, with good CE.
- ⇒ Taking 1x1 with the team members and understanding their challenges and decides an action plan

Jan'00 - Dec'05 with Universal Cyber Infoway Pvt. Ltd. as Manager – Operations

UCIL is a **BPO** with a view to extend offshore services related to customer and billing support in telecom industry

Project details:

- ⇒ Managed a team of 100 Call Centre Representatives for telecom sales for Australia and Canada Region.
- ⇒ Ensuring team targets and individual targets are met, been a high performer and fast tracker in the organization all through.
- ⇒ Conducting Training Programs and Inductions for new joiners as well as change trainings for process updates

Certifications:

- **DISC certified professional from Thomas International**
- **TTT certified from Dell International**
- **Certified Life Coach – ICF Accredited**
- **Strategy Of Content from University Of California**
- **Digital Marketing – II from Google Digital APAC**
- ~~COSS Certified from NIS Sparta~~

- **Coaching Essential Advance from ITrain**
- **Front Line Leadership Skill I & II**
- **Six Sigma Green Belt Trained**
- **Interviewing Skills I, II and III**
- **Leading from Front I and II**
- **Certified facilitator for Insights**

ACADEMIA

- Bachelor in Computer Science, Kurukshetra University – 2003
- Masters of Science in Information Technology, Kurukshetra University- 2005
- MBA in Marketing and Finance, Symbiosis – 2007

PERSONAL INFORMATION

Passport : K4957582(Valid US visa till 2025)
Present Address : C 802, 2nd Floor, Parsavnath Greenville, Sector 48, Gurgaon-122018