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**G.V.R Phani Kumar**

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**Seeking a position in Learning and Development – Transitions Training Management / Transitions Management**

Transitions Training Lead/Trainer Leading/handling Transitions Training for 4 years and Lead communication Trainer for over 7 years, Language Coach/Trainer with 6 years of rich experience in Training, Learning and Development and customer support

**Expertise includes:**

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| * **Creating** and **implementing** **communication** **coaching** **and training** for IT service desk * **Creation , Implementation and Deployment of Core Technical Training** for IT Service Desk involving Pharmaceutical, Financial, Publishing, Constructions Organizations * **Performance Management** * **Behavioural Training** (Communication, Presentation, Time Management, Conflict Management, Assertiveness Skills, Collaborative Environments, Language in Social Communication) * **Preparation of reports for Reviews, Review decks, Client reviews, QBRs, MBRs and YBRs** * **Module Development – Design, Develop, Deploy and Deliver** (Communication, Presentation, Employee and Manager Handbooks) * **Instructional Best-Practices** * **Learner Assessments** * **Project Management – Tenets of Project Management –** Implementations, Deployment, UAT and FAT * **Instructional Design – StoryBoarding, Copy Editing** * **Project Transitions / Migrations / Transformation / OCM (Organizational Change Management)** * **S-NOW expertise -**  Incident management, Request Management, Change Management, Problem Management, Event Management, Release Management * **Trained on S-NOW** – Fiji, Geneva, Helsinki,Istanbul, Jakarta, Kingston, London (UI15/UI16) | * **Hiring** * **Standardized Testing/Scoring** (Kirk Patrick’s Model) * **Experiential Learning** (Exercises, Games, Startegy and Scenario Planning, Simulation, Role Play, Case Studies) * **Training Needs Analysis** (Requirements, Gap Analysis, Reporting) * **Performance Management** (Behavioural Reviews, Providing Feedback) * **Brochure and Template designing** * **Allocating Resources and Budget for Client Projects (Transitions) in need of Training** * **Client presentations and interaction.** Preparing agents for client interviews; Creating and presenting for client visits * **Reading through the fact reports.** Reading through the fact release report fo the new Logo to understand cost allocation alongwith resource allocation * **Read through Contractual Agreements to work on Roadmap of Training for Transitions** * **Drafting SOPs** related to Transitions (Transitions Step By Step Guides / Go Live Go No Go Templates / Fact Check / Transitions Questionnaires / Client Workshops / Customer Assessments for Transitions Implementations * **Preparation of Reports on Transitions check.** Preparing the reports needed to check Transitions (TNA and TNI trackers) * **Customer Management –** New Business Logo Client Interactions / Transitions Kick Offs / Training Solutions Design / Client Relationship / Client Handling on Business Visits (Post Sales Activities) / Site Tours * **Expertise in Private Cloud and Public Cloud –** O365 Admin, Exchange Admin Console, Skype for Business Admin |

**Training & Development**

* Training, learning and development processes for process associates.
* Determining training needs and conducting programmes to enhance efficiency in operations towards accomplishment of corporate objectives.
* Evaluating the effectiveness of training programmes by developing pre/post assessment programmes.
* Monitoring the performance of employees to ensure efficiency in operations and meeting of KRAs.

**Module Development**

* Identifying potential areas for grooming employees through assessments & mentoring; developing appropriate modules.
* Distinction of designing efficient soft skills modules pertaining to Collaborative Environments, Language in Social Communication, Assertiveness Skills, Written & Oral Communication, Cross Culture Sensitization, Ethics and Etiquette modules

**Training Needs Analysis**

* Conducting Training Needs Analysis for various processes and working with trainers to develop customized training programs to meet the identified needs. Training Needs Analysis is conducted for those analysts who are already on the production floor. This includes working alongside the Operations team to ensure that the training provided meets production requirements. Also, follow the **30‑60‑90** day evaluation **(Donald Kirkpatrick’s model)** to gauge employee performance after customary and refresher training.

**Organisational Experience**

**Unisys Global Services India Dec’15 – Till Date**

**Global Transitions Training Lead**

**Job Description:**

* Responsible for Transitions of new Client logos
* Liaise between Client Teams, Implementation Management, Solution Designs, Transitions Knowledge Management Team, Transitions team
* Work with Trainers from across EMEA (Budapest), APAC (Manila , Shanghai and India), NA (US&C) – Salt Lake City, Augusta, Texas, Pennsylvania and LACR (Bogota and Campo Grande)
* Manage Content development on Break fix of applications, software systems, software push and Asset Management for Service Desk and Operations
* Manage Training for GFOC (Global Field Operations Center), EUS (End User Services) and CIS Towers (Cloud and Infrastructure Services)
* Led Unisys Business Continuity Management Training Worldwide from Dec’15 through Mar’16 – Hungary, Hyderabad, Bangalore, Augusta, Rochester, Salt Lake City, Shanghai, Campo Grande, Bogota Centers apart from GFOC available worldwide
* Led prestigious projects like Merck KgaA globally (Germany, Brazil, Colombia, India, Philippines, Pakistan, China and Malaysia) out of Frankfurt, Darmstadt and India Centers from Apr’16 through Nov’16 managing and conducting Training for approx. 8000 FTE
* Led HGV (Holtzbrinck Publishing) in Europe (Germany – Berlin Munich and Frankfurt) out of Frankfurt Centers from Jun’16 through Sep’16 for 100 FTE
* Supported on C&W (Cushman and Wakefield) Transitions out of India from Nov’16 through Dec’16 for 62 FTE
* Led Regeneron (Pharma) Transitions out of India from Sep’16 through Dec’16, SD out of Augusta for 16 FTE and Request Management for 9 FTE out of Hyderabad Center
* Led VCNA (Votorantim Cimentos)Transitions out of India Centers for US&C and India from Nov’16 through Mar’17 - SD in Augusta Center for 28 FTE and Request Management for 25 FTE
* Led the Project of CHI (Catholic Health Initiatives) out of Manila leading sites of India, Philippines, US&C from Mar’17 through Jul’17 . Manila SD with 250 FTE, Augusta with 28 FTE, Hyderabad with 35 FTE and SLC with 40 FTE apart from Resolver Training for CHI with 32 FTE from CHI
* Led TMX (TitleMax) Finance transitions based out of Arlington (Dallas), Texas.to set up the SD in Augusta, Georgia and Bangalore, India apart from FS out of Texas and all other sites of TMX Finance from Jul’17 through Nov’17. SD based out of Augusta with 9 FTE and Request Management with 4 FTE apart from Resolver Groups out of TMX Arlington, Texas offices with 20 FTE
* Worked on Benjamin Moore Co. out of Augusta, Georgia to set up the SD of Augusta, US and Bangalore / Hyderabad, India from Aug’17 through Nov’17. SD had 20 FTE out of Augusta and 20 out of Bangalore and 15 Request Management FTE out of Hyderabad
* Led VicRoads Transitions (Victoria Road Transport Authority, Melbourne) Transitions for SD, FS, EP on Unisys Offerings of O365 Console from Jan’18 through Jul’18 out of Manila Center with 15 FTE Level 2, VR Level 1 with 40 FTE and VR Resolvers on O365 offerings with 10 FTE
* Led AXA US Transitions for SD and FS leading the Project across the geographies of Philippines, India and the US from May’18 through Sep’18 out of Manila Center with Manila SD of 90 FTE, Augusta SD of 28 FTE alongwith 20 FTE (non-voice) out of Bangalore and Request Management of 15 FTE out of Bangalore
* Led Baxter Project Migrations and Transformations from Jul’18 through Sep’18 for Manila with 65 FTE and Bogota with 25 FTE apart from Shanghai site with 45 FTE
* Supervising Henkel Migrations from 14th Jan’19 out of Hattersheim, Germany to set up business migrations from India, Hyderabad to AGS, US. Currently working on the Planning Phase post Kick Offs. Henkel Migrations comprises of 80 FTE across geographies for EPO, SD, FES and DC Operations
* Supervising KOBE Steel Transitions from 19th of Jan ‘19 for 68 FTE out of Shanghai, Bangalore sites for KOBELCO. Japan in collaboration with Unisys Japan and Uniadex Ltd.
* Leading Heineken Transitions from 30th of Jan’19 for 150 FTE out of Budapest, Rio Negro, Bogota, Campo Grande sites for Unisys Hungary, Unisys Colombia and Unisys Brazil. Conducting KM assessments out of IBM, Mexico sites from Feb 11th through Feb 19th Bogota and Rio Negro for Go Live and HyperCare of Heineken for Mexico, USA and Caribbean Go Live culminated for Heineken
* Currently supervising the Brazil Go Live from Jul 1st
* Also, in parallel working on ServiceNow Global Content Overhaul (Madrid Version)
* Manage Transitions of Clients till the handover to the Steady State Client Training
* Manage Transitions training for all regions and managing the team from all regions
* Formerly reporting in to the Director IT L&D (Learning and Development) post which was reporting to the Executive Director for US&C and Unisys Corporation working for Unisys India. Currently Reporting in to the Global Director of Training directly and Assistant Vice President functionally apart from Transitions Directors from time to time for Unisys Corporation

**Unisys Global Services India Mar’14 – Dec’15**

**Sr. Lead Communication Coach / Trainer – Communication Quality**

**Job Description:**

* Responsible for communication quality across the Unisys Service Desk for End User Services for Marquee clientele which includes Microsoft, Henkel ,NEC (7-Eleven) and ST Microelectronics
* Liaise between stakeholders, Operations teams
* Manage communications related to quality.
* Analyse C-sat data and negative verbatim and derive feedback and coaching modules to address defects.

**Tech Mahindra BSG (Erstwhile Mahindra Satyam – Satyam BPO Ltd) Mar`11 – Mar’14**

**Lead Voice Coach – Communication Quality**

**Job Description:**

* Manage a team of 15 communication quality coaches and their deliverables
* Liaise between stakeholders, Operations teams and quality team for prestigious projects like Verizon, ATT, GSK, Navteq POI, Elsevier, Nestle and Chevron SDs
* Manage communications related to quality.
* Conduct calibration and operational team meetings as appropriate to ensure understanding of operational needs.
* Conduct calibration sessions for coaches employed for screening and hiring
* Conduct calibration sessions for internal quality coaches
* Preparation of daily, weekly and monthly dashboards for Operations
* Preparation of reports for Monthly Business Reviews, Quarterly Business Reviews and Yearly Business Reviews for Operations and Clients

**Tech Mahindra BSG (Erstwhile Mahindra Satyam – Satyam BPO Ltd) Sep’09- Mar’11**

**Senior Voice Coach**

* Conduct Voice interviews for the Organization for clientele like Nokia POI , Verizon (HSI, HSI Chat and Verizon FIOS, Nestle, Elsevier, Chevron
* Conduct Voice and non-Voice certifications in Verizon HSI and Verizon FIOS
* Business Communication Coach for Verizon FIOS (liaise with the stakeholders and Operation in Process development, coaching/training sharing feedback with the associates on the Operations Floor
* Liaise between stakeholders, Operations teams and quality team.
* Business Communication for Verizon HSI Chat (liaise with the stakeholders and Operation in Process development, coaching/training sharing feedback with the associates on the Operations Floor
* Manage communications related to quality.
* Conduct classroom training for associates in Verizon FIOS (Trained 18 batches in Verizon FIOS)
* Conduct classroom training for associates in Verizon HSI Chat (Trained 6 batches in Verizon HSI Chat)
* Conduct re-training programs on Communication for associates in Verzion HSI Voice (Trained 198 batches in Verizon HSI Voice)
* Voice Coach for Verizon HSI

**Tech Mahindra BSG (Erstwhile Mashindra Satyam – Satyam BPO Ltd) Mar’08 – Aug’09**

**Senior Technical Support Associate**

**Job Description in Tech Mahindra as Senior Technical Support Associate:**

* Handled wide range of customer satisfaction concerns as well as customer queries related to Verizon High Speed Internet
* Handling the provisioning and maintenance lines of customers who called for new lines and old lines
* Auditing and monitoring their performance on a daily basis.

**Wipro Ltd Jun’06-Mar’08**

**Technical Support Associate**

**Job description in Wipro Ltd:**

* Assist in technical queries on HP Imaging and Printing Products (Printers, AIOs, Cameras, LCD TVs, Led TVs, Scanners, IPods, I paqs, Desktops, Laptops, Fax machines)
* Specialist in Wireless and Bluetooth technology (Specialised in Photo printers and Inkjet printers)
* Train new hires on Bluetooth and Wireless technology

**Achievements**

* Was the Corporate Host (Emcee) for Tech Mahindra BSG, Hyderabad
* Star of the Year in Support Functions in 2012 & 2013 for bringing forth creative ideas onto the table
* Was the Host for the maiden annual function for celebrations for merger of Satyam and Tech Mahindra “Ekatvam”

**Education and CREDENTIALS**

* **Date of Birth** : 23rd Apr’85
* **Nationality**  : Indian
* **Languages** : English, Hindi, Bengali, Telugu, French.
* **Marital status** : Married
* **Address** : Hyderabad
* **Education**  : **Bachelor of Arts (English Literature and Philology)**

: **Holding certificate of proficiency in English from EFL (erstwhile CIEFL)**

: **Holding certificate of proficiency in English from University of NSW**

: **Completed Certificate course in French from L’Institut de Chandernagore**

: **Certified ITIL V3 Foundation Practitioner**

* **Passport No. : M 9105809**
* **Schengen Visa : Schengen Business Visa expired on 13th Dec’16 (Visum No. 052929794)**
* **Philippines Visa : Philippine Business Visa Single Entry expired on 16th June ‘17**
* **Philippines Visa : Philippine Business Visa Single Entry expired on 22nd July ‘17**
* **U.S B1 Visa : U.S Business Visa valid till 2027 - Returned on 22nd Nov ‘17**
* **Philippines Visa : Philippine Business Visa extended twice valid till 7th Nov’18 (Holder of Philippine Alien Registration Card through Jun’19)**
* **Mexico Travel : KM Assessments for Heineken from IBM Mexico on US B1**
* **Colombia Travel : Supervising / Delivery of Heineken Go Live for H-Mex, H-USA, CAE and JVs on US B1**

**References**

**Daniel Parks : Global Training Manager +1 501-339-7189**

**Kristy Jean Smith : Transitions Manager +1 801-831-2742**

**Marcos David Rios : Former Director Global Training Currently in Global Sales Enablements : +1 773-491-0063**

**Much Obliged,**

**G.V.R Phani Kumar**