

Sholto Dias

+971586114224 || sholtodias@hotmail.com || sholto.dias || www.linkedin.com/in/sholtodias

7 Years experienced **Service Operations Leader/Manager** with proven expertise in enhancing client satisfaction, retention and managing service operations. Well known for delivering exceptional service via Email, Webchat, Social Media, Retail and Voice. Sholto has superb interpersonal and communication skills, coupled with excellent relationship building capabilities and negotiating abilities. Adept in handling difficult customers from diverse culture enabling the organization in enhancing bottom line profitability. Implemented process improvements in the customer departments, managing and meeting SLA's, KPI's, CSAT scores and TAT enabling organisation in achieving organisational objectives.

Core Proficiencies

Customer Service Management || Team & Performance Management || Stakeholder Management || Webchat/Social Media/Email Service || Sales || Client Retention || Service Quality || Data Analysis || Process Improvement || General Administration || Cost Reduction Strategies || Vendor Management || Complaints Resolution || Recruitment || Employee Engagement || Payment Collection || Time Management || Service Delivery || Multitasking || Front end Supervision

Professional Experience

Career Break

Sep 2017 - Present

- ✓ Took a break from work to be with my ailing mother who is suffering from Dementia. Had to be with her till her nerves could calm down with a proper treatment and till she was ready for change in location and accept to stay with my sister.
- ✓ First child birth (12 Sep 2017) through C Section. Hence had to be there with my wife & child as well.
- ✓ Part time work for an online work portal (WindowShopGoa) – Email marketing & handling calls from clients.

AFC Holidays (UAE)

Asst Manager – Customer Care

Sep 2015 – Aug 2017

Accomplishments

- ✓ Implemented new Terms & Conditions to include 'Late Payment Fee' and 'Promotions'.
- ✓ Started automatic payment reminder system through email & SMS alerts.
- ✓ Effectively handled complaints from clients and prevented an escalation to DTCM.
- ✓ Tied-up with a new travel insurance vendor that brought revenue through 40% commission on insurance sales.
- ✓ Successfully implemented Sage CRM software across all locations.

Responsibilities

- ✓ Identify areas for improvement and produce realistic and coherent improvement plans.
- ✓ Resolving customer service issues, reducing complaints thereby enhancing client relationships.
- ✓ Preparing and completing action plans; implementing production, productivity, quality, and customer-service standards.
- ✓ Meets customer service financial objectives by forecasting requirements.
- ✓ Resolve customer complaints via phone, mail, in-person or social media.
- ✓ Building and maintaining relationships with key customers and members of staff.
- ✓ Developing, maintaining customer relationships and managing portfolio of clients.
- ✓ On-time payment collections from clients to help finance team meet its objectives.
- ✓ Implemented new sales & marketing ideas that increased revenue generation.
- ✓ Organized Pre-Tour briefings – Finalising presentations, Setting-up the hall, inviting clients, coordinating & arranging facilitators.
- ✓ Maintaining relationship with existing clients and enhancing client satisfaction.
- ✓ Processed inbound and outbound support calls.
- ✓ Training new agents on process & system.
- ✓ Managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms.
- ✓ Using feedback forms, direct calling after service, surveys and questionnaires to find out what customers think.

First Data Corporation (India) Team Manager – Credit Cards

Apr 2014 – Sep 2015

Accomplishments

- ✓ Changed email templates/clients account mail box, to reduce repeat contacts from clients and cost to company.
- ✓ Cross functional utilization of team to support other departments to reduce TAT/outstanding volumes and client retention.

Responsibilities

- ✓ Continually coaching and mentoring a team.
- ✓ Lead the team through any changes that are implemented either from a system, client or compliance perspective
- ✓ Inspire the team and lead by example, pro-actively advocating the benefits of self development and training.
- ✓ Timely work allocation to meet SLA's and TAT.
- ✓ Problem management from a client perspective.
- ✓ Doing quality checks on adviser's emails and system actions, to ensure error free service.
- ✓ Establish effective client relationships, manage client expectations and provides solutions for any issues that may occur with the client
- ✓ Ensure employees possess suitable skills and characteristics to perform roles to the highest level
- ✓ Develop the knowledge and skills of the team within relevant areas and work within departmental budgets

- ✓ Daily management of team inclusive of 1-2-1's, Mid Year Appraisals, End of Year Appraisals, Personal Development Plans and formal procedures.
- ✓ Management of SLA's, KPI's and quality scores.
- ✓ Prepared step by step process map to be used by agents.
- ✓ Also, handled the below activities for ICICI Merchant Services that was a cost saving for the company:
- ✓ Outbound Welcome calling activity for Mobile POS Merchant On-boarding.
- ✓ Outbound calls to redundant Mobile POS merchants.
- ✓ POS Merchant forms indexing activity.

Fidelity National Information Services (India) Team Leader – Telecom Mar 2007 – Aug 2013

Accomplishments

- ✓ Effectively managed a cross functional team delivering excellent service to all customers. Project initiated by O2 UK.
- ✓ Handled the entire email operations for 2 months in the absence of the Operations Manager.
- ✓ Spearheaded all weekly/monthly performance calls for data sharing & to highlight any issues.
- ✓ Changes in email templates to reduce repeat contacts & incoming volumes.
- ✓ Prepared frequently used templates to reduce Average Handling Time & improve process efficiency.
- ✓ Excellent monthly team performance consistently for months.

Responsibilities

- ✓ Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks.
- ✓ Handling employee grievances, mentoring and counseling employees.
- ✓ Managing team of up to 20 agents (35 Agents for 2 months). Performance, Leave Planning, Quality Performance etc
- ✓ Conducting half yearly/yearly appraisals for the team by sharing their performance data and the rating they've got.
- ✓ Coaching & Feedback to improve performance.
- ✓ Preparing & implementing Performance Improvement Plans (PIP) to improve agent performance.
- ✓ Handled project of multi skilled chat team to reduce AHT & improve customer experience.
- ✓ Transformed an entire team of agents from email to chat.
- ✓ Spearheaded weekly monthly performance review calls with process owners from UK.
- ✓ Consistently achieved CSAT scores & other performance KPI's.
- ✓ Created templates to use for email writing & chats to reduce AHT and improve CPH/EPH.
- ✓ Implemented Process improvement ideas that reduced volumes & improved customer experience.
- ✓ Conducts team meetings to update members on best practices and continuing expectations.
- ✓ Provides quality customer service, interacting with customers and effectively handling customer complaints.

ICICI Bank (India)

Customer Service Officer

Sep 2006 – Dec 2006

WNS Global Services (India)

Customer Service Advisor

Aug 2003 – Aug 2006

Rewards & Recognition

- ✓ First Data – Spotlight Award (Nov'14)
- ✓ Fidelity National Information Services – Leadership Excellence Award (Sep'12) || Special Achievement Award (Jun'12) || 2 * Team of the Quarter (Jun'09, Dec'07) || 3 * Top Performer Awards (Jun'08, Dec'07, Sep'07) || Letter of Appreciation (Aug'07)
- ✓ WNS Global Services – Customer Delight Award (Aug'05) || WNS Heroes-Appeal (Aug'05) || Reward for consistence performance (Apr'04)

Languages

English

Hindi

Konkani

Educational Qualification

Bachelors of Science [B. Sc.][1999 – 2002] with major in Computer Science through Goa University
Grade: Distinction [78.28%]

Computer Skills & Systems

MS Office (Word, Excel & Powerpoint, Outlook), KANA Mailing Systems, SAGE CRM, VisionPlus, Online Payment Tracking tool, Bulk SMS tool, Liverperson & Zendesk Webchat tool, Oracle & Peoplesoft HRMS.

Projects handled

- ✓ System Thinking (Project Initiated by O2 Telecom UK) - April 2013 to August 2013
Aims of the project: Sorted there and then (STT) > 80% || No further contacts (for the same query) through any Channel for 35 Days should be greater then 70% || CSAT scores to be higher than BAU CSAT by 5%.
- ✓ Sage CRM software implementation in AFC Holidays.

Personal Details

Date of Birth (DOB) – 9 August 1982

Married || Indian || Male