**Alka Kanojia**

**Mobile: +91 9818692498; Email alka\_kanojia@yahoo.co.in**

*Management Professional with more than 8 years of experience in Project Leadership, Process Management, Team Management Functional Level Strategic planning, Resource requirement forecast and Operations Management.*

**CAREER SNAPSHOT**

A thorough professional with **over** **8** **years** of experience in Operations Management, Process Management, Schedule Management, Team Management, Project management in the ITES Industry. ***Presently designated as Manager operations with HCL Technologies Ltd, Bserve.*** Deft in minimizing the attrition rate by increasing the employee satisfaction & motivation. Demonstrated skill in following method driven success oriented approach. A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas. Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning. Resource screening and mapping as per operational requirement ensuring best suited talent is picked. Adept in providing end-user satisfaction and Process Efficiency Enhancement through Green Belt Projects. New projects initiation and service restoration.

**PROFICIENCY FORTE**

* **Customer Relationship Management:** Resolving operational issues as well as making sure we have continual improvement in our performance to increase our reliability. Maintaining cordial relations with customers to sustain the profitability of the business. Handling customer grievances and resolving issues. All issues raised by customer addressed on top priority.
* **Functional Level strategic planning:** Regular reviews of process and performance to ensure complimenting strategies could be prepared and implemented at functional level to achieve overall organisational targets
* **Quality Operations:** Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the quality standards and work processes and thus managing cost-effective operations.
* **People Management, Training & Development:** Promoting a spirit of cooperation between team members.Creating and developing a positive working environment to enhance productivity through personal impact by way of motivational & team building sessions.
* **Performance Management:** Applying top down approach to meet customer expectations and ensuring Service Delivery according to agrees SOW & SLA.
* **Hiring and recruitment:** Participated regularly in recruiting activities across board for different levels focusing on proper screening to ensure appropriate mapping of skills and talent is taken care as per operational requirements through internal and external pool.
* **Project Management:** New project initiation and change management to ensure smooth and hassle free transition of Knowledge and skills. Negotiation and discussion on SLA and agreement on resource requirement for consistent and accurate delivery

**ACHIEVEMENTS**

* Achieved Overall Performance awards
  + Won several client driven contests across the globe.
  + Best Team Manager of the quarter [ JFM 11] for winning competition across BSP
  + Best Process Manager AMJ/JAS/OND/JFM 14-15
* Regular recognition from Client partners, service manager and Top management

**PROFESSIONAL DOMAIN SKILL SET**

* **TELECOM( Transaction processing : Blended work)**
  + End to End Order Management
  + Billing and Enquiries Helpdesk.
  + Incident/Problem Management
  + Best practice implementation
  + Helpdesk Operations Management.
  + Forecasting and capacity management
  + Vendor management
  + PMO work

**~ OCCUPATIONAL SCAN WITH THE ATTAINMENTS ~**

**Jan’06- Till date HCL Technologies Limited**

**Growth Path:**

Jan 06 – May’08 Snr CSE – Operations

June 08 – May 09 Fast Tracker – Operations

June 09 – Dec 10 Team Leader – Operations

Jan 11 – June 13 Senior Team leader Operations

July 13 – June 14 Assistant Manager Operations

July 14 – Till date Manager Operations

**July 14 till date Manager Operations with HCL Tech BSERV division** [Working for UK based telecom service provider] Heading a team of 150 FTE with 7 team leaders under direct reporting. Working towards aligning individual’s goal with organisations goal.

**Job Profile**

* Own and drive service improvement initiatives across team for any deterioration of performance Observed from the service performance statistics/reports generated with reference to the committed KPIs and SLAs for the team.
* Ensure regular reviews of processing to identify process breakages , highlight same to stakeholders to improve output and utilisation
* To direct internal investigation on complaint cases and devise corrective and preventive action
* To be responsible for the implementation of related global process applicable to the Assure

Function.

* To control and monitor the performance of the team and take appropriate action to sustain quality of service.
* To be responsible for the recruitment, development and training of the Team and to plan and deploy the right resources/tools for the team to best meet customers’ requirements
* To work closely with other functions in Ops and service delivery units. This is a demanding role that defines the performance initiatives (across process and people), that requires a strong planning and organization skills, coupled with a comprehensive understanding of customer
* behave and manage with a high degree of flexibility to support fluid demands and priorities
* Revenue and cost management for optimum utilisation
* Work force management and requirement forecast
* 100% adherence to daily delivery SLA
* Charter new work initiation

**Notable Deliverables**

**As Manager Operations**

* Groomed Team mangers for next level by aligning them for relevant trainings
* Implementation of suitable strategies to meet forecasted loss
* Regular sessions with Team members to get feedbacks on implementation of action Plans
* Improved performance on SLA from 70% to 95 % adherence
* Created new opportunities in current process to bring more Business
* Highest retention of employees
* Successful transition of 2 most dynamic projects with capacity of above 35 FTE
* Created knowledge base and developed same to enable delivery team for effective use of newly transited tools

**July 13 June 14 Assistant Manager Operations with HCL Tech BSERV division** Heading a team of 78 FTE with 4 team leaders under direct reporting. Working towards aligning individual’s goal with organisations goal.

**Job Profile**

* Ensuring 100% achievement of agreed SLAs
* Smooth transition of change requests
* Encouragement to improvement project
* Performance reviews and improvement plans for team leaders
* Revenue and cost management for optimum utilisation
* Work force management and requirement forecast
* Enhance employee satisfaction

**Notable Deliverables**

**As Assistant Manager**

* Earned extra revenue over and above the target hours and kept Billing loss to Zero
* Created forums with HR team to reduce ongoing salary related issues
* Helped Team mangers to implement more effective action plans to improve performance

**June 08- June 13 Senior team leader - Operations with HCL Tech BSERV division** [Working fora UK based Telecom handling customer queries through various channels, Email and Inbound Voice 30 Billable FTE]

**Job Profile**

* Managing the Billing and Enquiries Helpdesk for Business Customers.
* Performance Management through rigorous coaching and monitoring
* Managing the Billing and Enquiries Helpdesk for end users.
* Controlling span of 30 Front Line Support Members.
* Maintaining Process SLAs and exceeding the revenue target for the process.
* Controlling absenteeism & increasing productivity (increasing login hrs and reducing shrinkage)
* Enhancing end-user satisfaction by achieving desired objectives.

**As Team Leader – Operations**

* Successfully minimized the attrition rate by increasing the employee satisfaction & motivation.
* Involved in controlling absenteeism and increasing productivity in compliance with COPC Guidelines.
* Controlled the Escalation Percentage, FCR & Fatal Accuracy in compliance with SLA & COPC Guidelines.

**PREVIOUS ROLE**

**Arvato services (Bertelsmann’s group) (Oct-2004-dec 2005)**

* Handling Customers Queries regarding Software activation for Microsoft.
* Floor walking

**~ PROFESSIONAL QUALIFICATIONS ~**

* **IT Service Management Foundation (ITIL Foundation V4)** Certification
* Attained **Diploma in Computer Applications** from **Bhartiya Vidya bhavan**

**~ ACADEMICS ~**

**Bachelor of Commerce** from Delhi University 2001 (Kamla Nehru College)

**~ PERSONAL DETAILS ~**

Date of Birth : 20 March 1981

Languages : Hindi & English

Permanent Address : WZ 167 3 floor G block Street 15 Harinagar Nd : --110058