Vikas Jaiswal

Deputy General Manager- Operations

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A self-managed and result-oriented Senior Manager with over 12 years of experience in the contact center industry, dealing with various clients in Insurance, Banking & Telecommunication domain. Experienced in transition and managing large scale accounts for Banking and Financial Services, Telecommunications and Technical Support. Proven ability to set up accounts from the start in different geographies. Has also been a part of Center of Excellence team; helped organization building and enhancing their capabilities in automation, analytics, connect rate, sales and standardization across the verticals.

# Experience

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| Cognizant Technology Solutions  January 2016-present | DEPUTY GENERAL MANAGER-OPERATIONS  Service delivery leader for the largest workers compensation Ancillary Medical Provider Networks in the US. The Delivery includes Care Assurance and Cost optimisation for the Injured worker & Insurance providers respectively. The Delivery team of approximately 120 Clinical & non Clinical workforce ensures utilisation of Clinical Acumen to bring Care & Cost benifits together for the end customers. The Delivery also includes productivity gain for the client by leveraging robotics, automation Lean and re-engineering capabilities. |
| Firstsource Solutions Ltd.  Cebu, Philippines  July 2015– December 2015 | DEPUTY GENERAL MANAGER-OPERATIONS  Added responsibility of managing the center apart from the heading the operations which grew its size from 110 FTEs to 165 over the last 6 months. P&L size also increased from $2.2 Million to $3.2 Million. Relationship building and partnership to help customer optimizing their business and improve customer satisfaction. Lead offshore delivery center by becoming a part of a very large end to end simplification project. |
| Firstsource Solutions Ltd.  Cebu, Philippines  July 2013– June 2015 | SENIOR MANAGER-OPERATIONS  Heading operations for one of the largest banks in the UK for their Mortgage servicing business. Responsible for building the center right from scratch to a successful delivery Location with a P&L of $2 Million and margin over 25%. The Center delivers voice and back office work for the bank within Secured Lending operations. |
| Firstsource Solutions Ltd.  Manila, Philippines  May 2012– June 2013 | OPERATIONS MANAGER  Managed operations for one of the largest telecommunications company in the UK for their Billing Enquiries and Sales requirements. Delivered Customer Satisfaction, Service to Sale, and Dispute Resolution as the main metrics. |
| Wipro BPO Solutions  New Delhi  Dec. 2011– May 2012 | OPERATIONS MANAGER  Instrumental in setting up a new center, right from the transition to Go-Live then handled Span of 150 FTE operations for a premium customer segment of the leading telecom service provider, responsible for end to end support (Sales, technical troubleshooting, Billing Disputes, Service Request co-ordination etc.) |
| Oct. 2009-Nov. 2011 | DEPUTY MANAGER – CENTER OF EXCELLENCE  Worked as an individual contributor for the Customer Service Horizontal on multiple projects:-  **Dialler Management:-** An onsite project for Wipro technology to enhance sales conversion and connect rate to improve productivity for one of their clients  **Collection SME: -** Written a white paper, which has been awarded as a premium content by corporate quality and is now being used by the organization  **Audits:** To ensure standard operational procedure being followed across horizontal  **Standardization:** Standardization of the policies across the customer service horizontal. Policies covered: - Performance Base process Pay, floor policy and performance management  **Tools & Trends:** Tools assessment to improve profitability & Customer Satisfaction (Virtual Chat, IVR Enhancement Etc.) |
| Feb. 2008-Sept. 2009 | GROUP LEADER / ASSISTANT MANAGER  Part of the Pilot team for a new business from the largest telecom service provider of the UK, transitioned the account from another vendor, lead the operations for the collections line of business. Best Performance for the business ever, Collected over £ 121 Million for the year End, acknowledged by the customer. Took charge of the Billing & Inquiries business. Managed over 150 FTEs span for both Front and back office operations. Also performed role of the Training Manager for a brief 3 months, managed training for over 200 FTEs with the throughput above 85%  Lead a successful span of over 60 technical support executives for a US based computer manufacturer for their technical support requirements. Responsible for resolution, satisfaction, repeat, dispatch defects kind of metrics. He was also a team member of many projects, mainly around customer satisfaction and repeat dispatch rate. One of such projects resulted into a very profitable project for the clients, savings over $200,000 on a monthly basis. |
| Aug 2006-Jan 2008 | TEAM LEADER  Lead a team of 15 technicians for a US based computer manufacturers for end to end technical support, sales and customer service |

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| Jan 2006-July 2006 | SUBJECT MATTER EXPERT  Resolution expert for a team of 15 technicians, dealing with the escalations and complex technical issues. |
| July 2004-Dec 2005 | TECHNICAL SUPPORT ASSOCIATE  Took calls for one of the largest computer manufactures in the US for the technical assistance, included Hardware Software |

# CERTIFICATIONS

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|  | Certified Internal Auditor for Wipro BPO for ISO 9001-2008  Six Sigma – Green Belt |

# EDUCATION

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| Institute of Hotel Management Catering and Nutrition, Lucknow  2001 – 2004 | **BACHELOR OF SCIENCE (HOSPITALITY MANAGEMENT)** |