**Sunil Kappal *(Six Sigma Black Belt, Project Management Professional)***

***Paschim Vihar, New Delhi – 110087***

****PROFILE****

IIM Lucknow trained professional (MDP Program 2015) and a trained Black Belt resourcewith over 18 years of experience in the Contact Center Management, Health Care, Banking, Training & Quality industries. Determined and resourceful, quick to grasp new ideas and finds challenges stimulating. Enjoys analytical work, interaction with clients and is committed to delivering high quality and timely results.

****KEY SKILLS****

* Strong analytical skills (Advance Data Analytics) used in business and requirements analysis for a variety of industries.
* Hands-on with Statistical Software like R, QlikView Sense, Minitab, Microstrategy Dashboards and reporting system.
* Actively involved in developing company collaterals by writing Whitepapers, Blogs etc. on various cutting edge analytical methods.
* Extensive project and team management experience covering large and small projects teams (10-25 people).
* Other experiences include: project budgeting, client management, analysis methodology development, process re-engineering, proposal development, KPI development using quality assurance techniques.
* Keen problem solving skills allowing rapid assimilation and resolution of complex problems.
* Excellent written and oral communication skills with the ability to communicate appropriately in business and technical situations at all levels.
* Extensive experience of working for ISO 9000 certified, or equivalent, organizations where the use of methodologies for project management and SLA deliverables is the norm.

****PROFESSIONAL EXPERIENCE****

**RSystems International Limited**

*(A Global Offshoring Leader offering key ITeS services that includes customer care and technical support, managed services. Servicing 10+ key customers using our global delivery model.)*

**December 2010 to Present**

***Senior Manager Analytics***

Working as a Senior Analytics Manager on various Contact Center Performance projects for fortune 500 companies based out of USA (Domains: Healthcare, Utilities, Banking, Telecoms).

**Data & Reporting:**

* Responsible for developing and executing BI implmentation strategies across multiple levels of the organization
* Responsible for leading analysts and BI Architects globally to translate clients requirements into actionable insights with the help of reporting and dashboards
* Collaborate with business stakeholders to define and document business requirements and processes.
* Help business to develop and implement predictive models like: Regression, Bayseian Model, Monte Carlo Simulations etc.

**Pre-Sales:**

* Assiting internal sales teams and often clients aswell(service renewal lifecyle) to produce compelling solution based proposals that address business needs
* Apply business process knowledge and analytics tools to produce compelling ROI
* QBR and Annual Reviews assistance

**Travel:** Actively travelling to various US locations for onsite projects and BI implementation discussions

**HCL Technologies**

*(Hindustan Computer Limited A* ***$1.5 Billion*** *is an Indian global IT services company headquartered in Noida, Uttar Pradesh. It offers services including business process outsourcing (BPO), enterprise transformation and R&D services)*

**Dec 2005 – Dec 2010**

***Senior Executive – Transactional Quality (Team Lead)***

As Senior Executive – Transactional Quality I was responsible for ensuring smooth functioning of Quality Compliance, driving compliance and process improvement initiatives in the allocated business processes. Prime responsibilities were:

* Delivery of all the tasks of the QA’s
* Maintaining and managing the quality performance of the client processes
* Ensure timely incubation of QAs in allocated processes and ensuring that QC deliverables (monitoring, feedback, production, reporting) targets are met
* Assist in the setup of Quality Compliance function for new business processes in coordination with Operations and/or Migrations Team
* Develop Quality Management System for new Clients.
* Timely and accurate reporting of the internal rating on the SLA parameters; timely and accurate reporting of quality performance
* Conduct regular Gage R & R / calibration sessions internally and/or with clients
* Perform ongoing reviews to ensure compliance to Quality Document and facilitate in changes in QC procedures
* Drive compliance in business processes to internal standards and third-party certification standards by providing support to Operations in the closure of audit findings
* Work closely with the Customer Experience team to drive improvement in C-Sat and soft skills.
* Actively work with GB / BB to identify improvement areas and/or in improvement projects and initiatives like AIM. Facilitate improvement projects using DMAIC, PDCA, and quick wins.
* Train / mentor QCAs on quality tools and concepts (e.g., QC Induction, QC Certification, etc.)

**Lingosys Institutes**

(One of the leading language training organizations in India with 10 language centers in 10 countries across India. Hundreds of private clients and employees of large and small companies, institutions and government offices have benefited from the Lingosys method of language training.)

**May 2003 – Nov 2005**

***Training Head***

As a Head of the Department Training, I was responsible for managing all the centers across New Delhi, ensuring best possible courses offered to the students through best of the breed faculties. My prime responsibilities were:

* Planning, developing, and administering educational programs for the institution
* Preparing schedules of classes and rough drafts of course content to determine the number and background of instructors needed
* Evaluate work performance of education department staff
* Assists instructors in preparation of course descriptions and informational materials for publicity or distribution to class members
* Prepare budget for education programs and directs maintenance of records of expenditures, receipts, and public and school participation in programs

**E-Funds International Ltd.**

*(A leading Call Center and Back Office service provider headquartered at Mumbai and Gurgaon (Haryana) now known as FIS Global providing financial service to 1000 fortune companies across the globe. E-Funds is a NASDAQ listed,* ***$514 Million*** *Global Company servicing some of the world's largest financial institution)*

**November 1999 – April 2003**

***Senior Team Member (Operations)***

As a Senior Team Member (Operations), I was responsible for completing my day to day target related to check printing Business for leading Financial Institutions in the US. My prime responsibilities were:

* Supervising process associates and taking escalated cases
* Designing process flow and dashboards within the team
* Ensuring client requirements on service level agreement (SLA)
* Training new hires, assessments and taking one to one for reviews
* Documenting process guidelines and updates also disseminate the same periodically
* Quality check of defined sample work, analyze productivity and quality figures & feedback to Process Leader, ensuring quality above 95% & preparing various MIS reports for the team

**ABC Communication India Pvt. Ltd.**

*(A leading domestic call center and back office service provider headquartered in New Delhi)*

**March 1997 – November 1999**

***Shift In charge (Operations)***

As a Shift In charge (Operations), I was responsible for overseeing employees in call centers, making sure the day to day operations run smoothly, and ensuring that the calls are routed and handled effectively. My prime responsibilities were:

* Handle customer complaints (Products & Services provided by the organization)
* Ensuring that customers and clients are served well, and that the company is represented in the best way possible
* Ensuring client requirements on service level agreement (SLA)
* Conducting spot checks to ensure optimum call quality
* Ensuring good customer experience
* Reporting out weekly performance to the senior management
* Conducting trainings for new hires and process refreshers

RESUME ADDENDUM: SKILLS & PROJECT EXPERIENCE

**COMMUNICATION AND PROBLEM SOLVING SKILLS:**

* Strong program and project and team management skills. Have directly managed team of 12, including hiring and budget responsibility
* Understanding of the practices and methods of Business Process Re-engineering.
* Experience with facilitating and applying Quality Function Deployment and Voice of the Customer techniques to product and service development, software requirements and customer experience.
* Experience using several popular business process modeling tools

**VERTICAL INDUSTRY EXPERIENCE:**

* *Telecommunications:* Billing Systems; Customer Care; Call Center Management; Call Center Back Office; Customer Relationship Management; Product Management; Pricing; Tariffs and Compliance
* Health Care: Claim Process Life Cycle Management, Content Analysis (EOB, Direct Bill, Benefits Guide), Web Service Optimization, Usability Analysis, Tree Testing, Customer Sentiment Analysis

**CERTIFICATIONS & TRAININGS:**

* Specialization Business Analytics – **University of Pennsylvania** *(License L8TTMHDU93P6)*
* Project Mangement Specialization Certificate – **UCI, Irvine** *(License MSRUWTABLS39****)***
* The Data Scientists Toolbox with Distinction – **Johns Hopkins University** *(License MNH8MZP4Z)*
* Customer Analytics – **University of Pennsylvania** *(License WCH9SCQYCK5B)*
* Business Metrics for Data Driven Organizations – **Duke University** *(License NACGTZ4PHQ8Z)*
* Digital Analytics for Marketing Professionals – University of Illinois *(License LYBZTGJ4UFJJ)*
* *Diploma in Project Management (License Certificate Number: AC-276-1077955)*
* Certified Lean Six Sigma Professional ***(Global OEM Solutions Inc. of Canada)***
* Black Belt Certification
* Digital Analytics For Marketing Professional:**(University of Illinois** *(License LYBZTGJ4UFJJ)*
* Healthcare Innovation and Entrepreneurship ***(Duke University Online Course)***
* Associate of Business Intelligence ***(KPI – University)***
* Agile Trained Professional ***(SCRUM MASTER)***
* GCP(Good Clinical Practices) Trained (Astronova) ***Test Score – 80%***
* Behavior Based Safety ***(Certificate Number: AC-61-1077955)***
* Probability and Chance in Mathematics ***(License Certificate Number: AC-180-1077955)***
* Research Methods in Psychology ***(License Certificate Number: AC-235-1077955)***
* COPC, ISMS Trained

**Additional Projects:**

* Project *–* Operational Excellence Improvement (Black Belt Projects – Series of 20+ Projects)
* Project – Website Assessments
* Project – Marketing Intelligence (Market Basket Analysis)
* Project – Back office Agent Productivity and Effeciency
* Project (Automobile Service Prvider) - Vehicle Efficiency – Predictive Analysis
* Project (Leading Fast Food Chain) - Guest Intelligence – Probability Analysis

**EDUCATION:**

* *BA. English Honors (IGNOU)*
* *MBA Marketing (IGNOU)*

**COMPUTER SKILLS:**

* *MS Word, Excel, Power Point, MS Project, Visio, Minitab, R Statistical Software, Microstrategy, Tableau, QlikSense*

**REFERENCES:**

***Mark Kauffman, President, UP Creative, Inc.***

*“Sunil is hard working, knowledgeable, a team player, but is also more than capable of multitasking projects on his own. His work ethic is second to none and he is a creative thinker and problem solver.” July 17, 2012*

***Saurabh Ganguly (Six Sigma Black Belt)* Manager Corporate Communications at QA InfoTech Pvt. Ltd.**

*“Sunil from the very first day was impressive. He is a true professional and knows work ethics at its best, a fine blend of knowledge and talent that is not often seen. Trust me that if you speak to him once, you will remember him for sure; his communication standard is absolutely outstanding. Sunil always looks for perfection and he is very much particular about the quality parameters. I must share that apart from his professional life he is very cool human being and always ready to lend his helping hands. He is an asset to any organization; it was indeed a pleasure working with him in HCL…..A person with his caliber will always be at top…I wish him all the best!!!” May 14, 2009*

*(More references available upon request)* **Sunil Kappal Linkedin Profile:** in.linkedin.com/in/skappal