

Anuj Nair

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Working as a Freelancer

November 2008 - Till Date

My accumulated work experience is of nearly 18+ years. My core skills lie in the area of Support Operation Management, Troubleshooting, Networking, Data Analysis, Presentations and People Management. I am a self-starter with a strong professional approach, thorough research and quick service using various means available. I possess strong analytical and interpersonal skills and easily blend with the other team members for better productivity. Challenge is the door to success and I really accept any and all challenges laid in front of me. Having strong commitment to work, ability to enjoy aggressive project schedules and good team working temperament I try to fulfill the given targets and thereby satisfy the management and myself. I lead with exemplary professional, managerial, communication & analytical skills and have strong leadership qualities. Functional areas include growth & development of me and my team with systematic and effective implementation of strategies to achieve projected SLA's. Having excellent oral and written communication skills, I have always had an excellent rapport with the top management, having been included in many interactive sessions and training programs across different levels. My previous jobs held responsibilities in Direct Sales, Marketing & Customer Care and therefore I had a lot of interaction with the Technical/Sales/Customer Service/IS, thus honing my linguistic and managerial skills.

Since November 2008, I have been working as a Freelancer / Consultant in the field of IT/Web Design/Software Development/Customer service etc.

Work Responsibilities

Networking/IT Infrastructure	Web Designing/SW Development	Customer Service/Call Center
<ul style="list-style-type: none">Getting new clients and understanding their requirementsTranslating the requirements to the NW Engineers and making a process map.Procuring the equipment in accordance with the requirement.Managing the entire project until completion.	<ul style="list-style-type: none">Getting new clients and understanding their requirementsTranslating the requirements to the developers/designers.Communicating with the client on daily basis of the developments and changes if any.	<ul style="list-style-type: none">Finalizing the SLA and process map with the client.Setting up the entire process map for the team on the floor.Transitioning the process.Training the front line executives.Defining the matrix/KRA for the teams.Finalizing the training documentation and process.Handholding and going through the first call.

Manager - Global Support Operations

Skelta Software, Bangalore -August 2006 to November 2008

I was associated with this organization from August 2006 - November 2008. Skelta Software (www.skelta.com) is a privately held software product company headquartered in Bangalore, India. It specializes in enterprise-wide Business Process Management (BPM) workflow software solutions for small to large-sized businesses worldwide. I was handling the Global Technical Support Team.

Job Responsibilities

- Managing the Operations of the Global support Team.
- Manage a team of high powered engineers.
- Manage efforts to operate a very large high available Distributed Systems environment, and implement and deploy leading business management products.
- Provide leadership driving operations excellence and in deploying reliable solutions.
- Embrace and promote innovation, and deliver strong results with your team.
- Proven track record of delighting internal or external customers with focus on service management and delivery.
- Managing and leading technical teams and ability to mentor and grow team.
- Ability to define tools and automation needed to achieve process and technical improvements.
- Well versed in protocols of change management, incident management and configuration management.
- Be able to operate and support a 24x7 environment with a strong sense of urgency.
- Accountable for Service Delivery as per SLA's /OLA's of various projects in Remote infrastructure Management.
- Act as a SPOC for clients for all aspects of service Delivery.
- Motivate, manage goals, periodic reviews, career aspirations of the service delivery personnel.
- Responsible for process improvements, productivity and efficiency gains.

- Periodic reporting of operational metrics, business performance reviews and process maturity assessments.
- Responsible for ensuring negotiation, agreement, and maintenance of SLA's / OLA's.
- Responsible for Hiring, on boarding, training, containing attrition, performance management and appraisals of the team.
- Escalate issues on time and strive for resolution of issues, identify root cause and eliminate problems.
- Apply Decision Making Skills for the better of the program and organization.
- Develop Individuals and Teams and in the end, the entire process.
- Lead and bring effective change within the teams and individuals.
- Lead Teams in a Matrixed Environment.
- Manage Delegation of Tasks/Responsibilities.
- Analyze Customer Business Environment and help improve the customer interaction.
- Develop Transition Plans as and when required.
- Perform Project Tracking/Reporting/Delivery Process.
- Define metrics to measure the effectiveness and performance of the operating team.
- Liaison with Sales & Marketing for various escalations and customer calls.
- Arranging for skill enhancement Training and developing technical skills for the team.
- Analyzing data for improving performance levels of the process.
- Identifying technical training, information, and resource needs.
- Making sure that every call is a VSAT call.

Relevant Experience

Microland Ltd.

Feb 06 - Jul 06

Designation - Team Lead

Client - Belkin

Belkin Corporation is the preeminent technology leader in connectivity solutions for the computer and consumer electronics user. Since the inception of the company in 1983, Belkin has enjoyed 19 consecutive years of dramatic growth. We provided support for their US/Canada customers. I had a team of 16 agents and who used to troubleshoot various Belkin products viz. Routers, Adapters Wireless Cards and so on. Responsibilities included resource management, absenteeism, attrition control, team management, productivity management and lot of other things. Over and above that constantly maintain a dashboard, which contains around 24 parameters of the SLA for Team as well as site level. For the maintaining of this dashboard data needs to be pulled from various resources like CMS, Client Reports, QA monitoring and Technical Monitoring and a lot of other places and needs to be collated in an understandable Excel Sheet.

Job Responsibilities

- Managing the team
- Controlling AHT.
- Performance appraisals of team members.
- Resource Management and absenteeism control.
- Creating reports on performance metrics of the team members and regularly updating the same.
- Conducting line interviews for entry level agents (L1) and senior support agents (L2)
- Liaison with Operations management group
- Monitoring and giving feedback to the agents on calls.

24/7 Customer, Bangalore

Dec 03 - Aug 05

Designation - Team Lead

Client - EchoStar, Dell, Microsoft

24/7 Customer is a non-captive service & support center. During my association with the company I have worked with different clients like EchoStar, Dell & Microsoft. I have worked on Global Technical Support operations with these companies. I had joined the Organization as a TSE but grew to a SME in 6 months and then a Team lead. During my tenure with the company I have independently handled different teams. Team would consist of 16-22 agents and would give support to customers on Hardware, Software and other different issues. Responsibilities included resource management, absenteeism, attrition control, team management, productivity management and lot of other things. As it was a non captive centre, we had conference calls with the client on the development and improvement areas of the team/site on a fortnightly basis. For these calls, I was a part of the team that used to collate and prepare the data and the presentations.

Job Responsibilities

- Managing the team
- Controlling AHT.
- Performance appraisals of team members.
- Resource Management and absenteeism control.
- Creating reports on performance metrics of the team members and regularly updating the same.
- Conducting line interviews for entry level agents (L1) and senior support agents (L2)
- Liaison with Operations management group
- Monitoring and giving feedback to the agents on calls
- Provide support for front line agents.
- Monitoring and delivering feedback to frontline agents.

- Training and developing technical skills for front line agents.
- Analyzing data for improving performance levels of the site.
- Attend conference calls for calibrations/escalations/improvement.
- Identifying technical training, information, and resource needs
- Deliver the training and administer the Knowledge Measure.
- Annual re-verification of SP minimum skills
- Understanding and helping the SP provide the solution on the first call.
- Making sure that every call is a VSAT call.
- Maintaining the metrics

Dell International Services, Bangalore

Aug 03 - Dec 03

Designation - Sr. Sales Representative

Dell International Services is a leader in Hardware Solutions. I was working for the Bangalore call centre operations. It is an inbound call centre and my job consisted of taking calls and converting inquiries to sales. The products included Desktops, Laptops, Servers, Networking Equipment and various other services. I was handling the small and Medium Business Segment of Australia and New Zealand. The job consisted of understanding their current business requirement, future growth plans and budget constraints and designing them the best solution. We have to develop and brand each product according to the market.

Job Responsibilities

- Understanding the customer and his requirements in regards to the products he wants or might want.
- Up selling the better product/equipment.
- Helping the customer navigate and place orders through the website.
- Not just meeting the sales targets but going ahead.

Additional Experience

Argusoft India Ltd., Ahmedabad

May 02 - Apr 03

Designation - Associate Consultant, Marketing

The company is into E-Learning and Knowledge Management products. My job consisted of market development, wherein I have to meet the corporate houses, training institutions, school/colleges, education institutions, government organizations and make them understand our products and give them demo of the actual system. Over and above this I have to make the presentations, marketing collaterals, costing and budget allocations for each project. We have basically three main products for three different segments of the market. We have to develop and brand each product according to the market.

Nexgen Solutions, Ahmedabad

Oct 99 - Apr 02

Designation - Business Development Manager

The Company was into Web Development and Networking Solutions. They design and develop web sites for their clients. My job consisted of contacting corporate, education houses, small offices and getting their websites. Over and above these I was also actively involved in the networking solutions the company used to offer and was responsible for the network planning for the client. The company gives total LAN, MAN and WAN solutions and as a result I had to decide the equipments and the other things that are needed for the network setup of the same.

Third Wave Systems P.L., Ahmedabad

Aug 93 - Oct 99

Designation - Business Development Manager

I was working with a company called Third Wave Systems Pvt. Ltd. The company was into Retail sales and Distribution sales of Office automation products. I was handling the showroom sales of the company. I was handling the software / hardware / off the shelf software department. I was the responsible for making the marketing strategies, sales promotions, discount sales during the festival season. I was a partner in my department and was entitled to a 33 % profit share of profits and losses of the department.

Education & Professional Certifications

- Under Graduate - Gujarat University
- Microsoft Certified Systems Engineer - Windows 2000
- Microsoft Certified Systems Engineer - Windows NT 4
- Certified Webmaster from the Geneva based World Wide Web Institute.
- Successfully completed a Solaris 9 on SPARCS Machines from Chrysalis Infocom.
- Successfully completed a CCNA from Chrysalis Infocom.

Personal Details

Date of Birth	September 06, 1974	Marital Status	Married
Sex	Male	Nationality	Indian
Religion/Caste	Hindu	Passport	J-2370689
