**RAGHAVAN JANAKIRAMAN**

**Objective:**

To associate myself with an organization which progresses dynamically and gives me an opportunity to impart my knowledge and contribute to the growth of the company and also to enhance my professional growth.

**Profile Summary:**

* An experienced and result driven professional with 8+ years in operations and service delivery.
* Successfully transitioned 2 major projects direct from client and then stabilized at offshore to signoff level.
* Driven team towards performance & quality as per the standards of the clients
* Highly self-motivated and has the ability to perform well under stressful situations

**Positive attributes:**

* People friendly with a win-win attitude
* Calm, professional, positive and good-humoured approach
* Excellent project management, judgment and time management skills
* Commitment to high-quality output and service, with an eye for detail
* Adaptable to demanding circumstances
* Accountable and a people value leader
* Has good experience in front end customer service
* Ability to deal with people diplomatically
* Comprehensive problem solving abilities
* Multi – tasking ability
* Excellent time management and organizational skills
* Self-motivated and able to work independently
* Voice quality & professional trainer
* Excellent client-facing and communication skills, with a confident personality

**Educational Qualification**:

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Institution** | **Year of passing** | **Percentage** |
| **B.com** | **St.Thomas College of arts & Science(Madras university)** | **2004-2007** | **54%** |
| **XII** | **National star mat.hr. Sec school** | **2002-2004** | **60.2%** |
| **X** | **Gopalapuram boys hr sec school** | **2001-2002** | **64.8%** |

**Work experience:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **From/to** | **Years of experience** | **Job title** | **Company** | **City** | **Country** |
| **Sep 6th 2007 to till 31st mar 2009** | **1.8 yrs** | **Tech. Support engineer** | **CSS Corp (Slash Support)** | **Chennai** | **India** |
| **June 2009 – Jul 2013** | **4.2 yrs** | **KT Lead, SME, Quality Analyst** | **TATA Consultancy Services Ltd** | **Chennai** | **India** |
| **Sep 2013 – Mar 2015** | **1.8 Yrs** | **Customer Service Executive** | **RR Donnelley** | **Chennai** | **India** |
| **Mar 2015 – Till Date** |  | **Sr. Service Delivery Executive** | **Williams Lea – Tag** | **Chennai** | **India** |

**Activities/achievements:**

|  |
| --- |
| * **Been on a transition to Australia - Melbourne, for one month to acquire product & process knowledge and returned home to perform the task of “Knowledge Transfer”. Been pivotal in stabilizing the whole project in terms of revenue risks and cost reduction initiatives.** * **Has got awards like star of the month & Tele blazer consecutive for 2 yrs** * **Got appreciation letter from the domain head for best service** |

**Current Roles & Responsibilities in Williams Lea-Tag:**

* Drive execution of client plan of work, including execution of events and campaigns.
* To collaborate with the different internal teams to create and deliver best-in-class social media and content-driven campaigns for our clients
* Performed regular review of all campaigns and designed various test strategies.
* Developed campaign specification as per requirement and ensured all campaign reach required target audience.
* Prepared reports to identify and resolve all data issues and monitored campaign performance on regular basis.
* Managed communication of all current data in coordination with stakeholders.
* Recommended cost effective methods for all strategies.
* Evaluated all reports and monitored all issues for database infrastructure.
* Analyzed activities of direct marketing campaigns for various customer segments.
* Develop and maintain collaborative client relationships based on quality, customer service, integrity and Project delivery.
* To liaise with clients to get approval of campaigns and content, understanding their changing needs and adapting our approach to social media management for them accordingly
* Take creative and production briefs from clients, adding value through offering appropriate creative solutions to the client’s needs, and then working closely with the Team Leader and creative support team to deliver these solutions.
* Ensure high levels of quality on all projects, adhering to all best practice processes and carrying out or supervising quality control activities including proof reading and checks for brand and brief compliance.
* Manage client expectations to ensure that these are either met or exceeded, following projects up with two-way Feedback, leading to improved relationships, processes and customer satisfaction.
* Complete all administrative tasks for projects, including maintenance of the studio management information system and job bag filing.
* Generate status reports for external or internal use, showing account or project performance.
* Obtain client approval of quotes and turnaround times.
* Ensure the client is fully informed about their projects at all stages, and advised of any additional costs in advance of undertaking them.
* Quality-check work produced for accuracy and brand compliance prior to sending it to the client for approval.
* Attend studio team meetings to ensure all work is managed and delivered effectively through the studio teams.
* Manage their time and resources effectively, having a proactive approach and working on their own initiative, consistently meeting or exceeding target efficiency and chargeability figures.
* Interacting with the on- and off-site team in a professional, approachable style.
* Develop strategies to increase community engagement and interactions.
* Participate in the development of social tactics, strategies and ideas.

**Key role with the Transition Team:**

* I was selected to **travel to Australia** along with my **Transition Managers & 7 KT leads as a part of “KT”** in order to bring up the **original set up** of the complete The Customer service (Customer care), which was under Operations at Teletech for more **than 3 years**.
* Initially obtained class room **training for 30 days** and was made to interact with the **process** **experts**, to grasp the complete fruit of the process, **then travelled to India** directly for visualizing the set up.
* Have made **several presentations on the Overall Process Outlay**, and made **Visio charts** for elucidating the **end-end observations** about the process as a whole.
* Travelled back to India after a span of one month and have **conducted training for about a 16 batches of 1500+ members** part by part, conducted training and prepared the entire team for Go-Live.
* Learnt around **9** sub process in the span of 3 months off – shore and conducted training.

**Roles and Responsibilities as a KT Lead:**

* **Supported a team of 1500+ members** for any process related queries and provide them resolution in matter of minutes and seconds.
* Preparing daily workloads for staff & coordinating the daily allocation of work.
* Motivating the team to achieve high standards and KPI targets.
* Handling new client enquiries and acting as the face of the business.
* Dealing with and resolving problems and issues which arise.
* Mentoring and training up junior and new staff.
* Handling second level escalation calls from the clients when there is a critical scenario which involves any urgency.
* Obtaining **process updates from the clients** end and cascade them to the entire team through update management system and emails.
* Taking team members for **feedback sessions** in order to help them with the areas of opportunities in case of any escalation emails sent by the stake holders.
* Praise team members and creates a positive working environment.
* Providing prompt and accurate information on individual performance.

**Key Skills & Competencies**:

* Proven ability to manage through others.
* Strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment.
* Excellent communication skills, both written and verbal.
* An ability to build rapport and trust quickly with work colleagues.
* Able to prioritize tasks and workloads in order of importance.
* Track record of delivering results with deadlines.

**Quality Analyst**:

* Participated in internal calibrations with Quality and Operations and ensured consistent scoring.
* Responsible for being objective liaison on behalf of the client to the vendors.
* Participated in assisting with Quality lessons and improved quality performance.
* Tracked call results and conducted trend analysis based on results of monitors and improved quality and training needs.
* Performed contact call center monitoring, evaluated and reported all agents within regional territory.
* Actively used quality management system to compile, track and trend agent performance.   
  Communicated with center leadership and Corporate Customer Service Team and socialized call center performance and observed performance gaps.
* Analyze call trends and identified agent and call center training opportunities and provided recommendations to management.

**Project Experience in TCS**:

* Worked in a Telecom - Order Management / billing / Directories
* Handling Inbound and outbound calls from customers for directories enquiry
* Handling email Queries from the customers
* Replying other service providers through email
* Doing Quality checks on a daily basis and providing feedbacks
* Handling escalation calls from clients and customers
* Updating MIS report on a daily basis
* Assigning orders to all agents on absence of the Team lead

**Roles & Responsibilities as a Helpdesk Engineer in ITIS Project:**

* Handling client call and creating an incident management ticket
* Responding clients through emails and calls
* Front End Help Desk support
* Taking PC remote, installing the application and troubleshoot if it is required
* Close the ticket if the issue is fixed
* Handled over a 2000+ clients and issues in a short period of time.
* Assigning tickets to development team
* Handling escalation calls from the client or from the development team.
* Aware of ITIL Process
* Have very good knowledge in Incident Management, Change Management and Problem Management

**Roles & Responsibilities in RR Donnelley:**

* Handling clients (Investment Bankers) and negotiating with clients.
* Did the role of a TC (Traffic Controller) and assigning jobs to the associates.
* Handling a team of 10-15 and also did a role of Shift Lead.
* Preparing daily workloads for staff & coordinating the daily allocation of work.
* Motivating the team to achieve high standards and KPI targets.
* Handling new client enquiries and acting as the face of the business.
* Dealing with and resolving problems and issues which arise.
* Continuously look for opportunities to add value to our and the client’s business.

**Computer skills**:

* Packages : Ms – Office

**Personal Information:**

Date of birth - 4th Sept 1986

Father name - S.Janaki Raman

Sex - Male

Marital status - Married

Nationality - Indian

Language known - Tamil, English, Malayalam, Hindi

Current Address - 1/535 G2 G.B Sabitha Flats, Lake View 3rd street, Karthikeyapuram,

Madipakkam, Chennai – 600091

Email - [ragkvan@aol.com](mailto:ragkvan@aol.com), [ragkvan@gmail.com](mailto:ragkvan@gmail.com)

Contact number - +919941345116, +919094814844

**Extra- curricular activities**

* Cricket
* Football
* Kho-kho
* Chess

**Declaration**

I hereby declare that the above furnished information is true to the best of my knowledge.

**Place:** Chennai

**Date:**

**J.R.RAGHAVAN**