**Randhir Raghavan**

#602, Block 4, VBHC Vaibhava, Chandapura-Anekal Road,

Byagadadhenahalli, Bangalore, Karnataka – 562106

Phone – 9986870617

Email – [randhir.raghavan@gmail.com](mailto:randhir.raghavan@gmail.com)

**Overview**

8.6 years of experience in IT & IT Enabled Services, handling varied roles like Team Leader, Quality Analyst, Trainer, Service Desk Analyst etc. Equipped with high level of optimism, constantly strives to bring the best out of oneself and the people around.

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| --- | --- | --- |
| **Organization Name** | **Work Experience** | **Last held designation** |
| CGI | 14th February 2011 to 6th April 2016 | Lead Analyst |
| Unisys | 15th February 2010 to 29th October 2010 | Service Support Representative |
| 24/7 Inc. | 23rd March 2007 to 2nd November 2009 | Senior Quality Analyst |

**Key Skills**–

Leadership – Worked with 2 different projects (3 teams) during the span of 3.5 years as a Team leader, handling a maximum of 26 team members at a time.

Quality Assurance – Was part of preparation for ISO and CMMI audits and helped the engagement get prepared and certified

Training – Holds the experience of being a trainer and later that of a facilitator while being a Team Lead. It includes training for new joiners as well as refresher for members in service.

Staffing and Work force management – Recruitment of candidates for the project in liaise with the HR team was an ongoing process, along with staffing and scheduling of the members in service.

Client Management - Served as liaison between the project and its clients, ensuring excellent customer service and client satisfaction.

Performance Management – Responsible for preparing role based goal sheets, balanced score cards and conducting appraisal in liaison with higher management and human resources.

Member engagement activities – Initiated and facilitated several activities and R&R programs to leverage the morale of the members and helping them contribute better towards the productivity.

**Work History**

**CGI** –

Joined in Feb’ 2011 as Systems Engineer, handling the role of L1 service desk analyst for the pilot batch of CGI Internal Service Desk.

Promoted as SME/ Senior in July’ 2011. Designation changed to Senior Systems Engineer in the appraisal cycle 2012-13.

Promoted as Team Leader in June’ 2012. Designation changed to Lead Analyst in the appraisal cycle 2013-14.

Lateral movement as Team Leader to a client project (Service desk of the biggest Telephony & Network Service provider in Canada) in 2015.

**Unisys** –

Joined as Service Support Representative handling the role of L1 service desk analyst for the pilot batch of a client project (Service desk of the NA operations of one of the biggest FMCG companies in the world)

Conducted training during the transition of the EU operations for the same client and further moved to the EU Service Desk in July’ 2010 as SME.

**24/7 Inc-**

Joined in March' 2007 as Technical Support Representative for the pilot batch of one of the biggest Computer Security Solutions (Anti-Virus) in the world providing support across the globe.

Promoted as SME in Aug’ 2007 - Job was limited to handling escalation queue.

Moved to Quality management within the same project in March’ 2008 and designation was changed as Quality Analyst in the same appraisal cycle

Promoted as Senior Quality Analyst in the appraisal cycle 2009-10

**Key workshops attended** –

Leading for success (Leadership program)

PM 101 (Project Management)

Quality management training conducted at both CGI & 24/7 Inc

ITIL Foundation training

**Education** – Bachelor in Social Sciences, Madurai Kamaraj University

**References** - On request

I hereby declare that the above furnished information is true & fair to the best of my knowledge & belief

DATE: RANDHIR RAGHAVAN

PLACE: