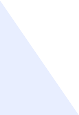
2016

Résumé



# Manish Verma

Born on: April 23, 1974

#### OBJECTIVE

Secure an operations management position with a customer support organization that will benefit from my creative and flexible interpersonal style of management. I am looking to better define, improve, and control sustainable business processes to support the company’s bottom line performance and top line growth.

#### CORE COMPETENCIES & SKILLS

Business Process Outsourcing | Service Delivery | Project & Transition Management | Technical Support | Product Support | Quality Management | Client Management | P&L Management | Operations Management | Process re-engineering and Analytics | Capacity Planning | Budgeting | Talent Acquisition | Training | Consulting

#### CAREER SYNOPSIS

Proven track record of delivering goals with over 18 years of experience in BPO/ITeS/IMS space

Worked as Project & Program Manager and Business Head for US/UK/AU based 24x7 Technical Support and Technical Sales Process (Voice, Email & Chat)

Worked with highly acclaimed and established companies like HCL, Convergys, Dell, Infinite and Visionaire

Piloted and successfully managed Sales/ISP/Technical Support Projects like AT&T Broadband, Dell on Call (DSS), Novatel wireless, Virgin Media and iYogi

Expert P&L management and proven ability to give rise to profitability by minimizing the project OpEx

**PRESENT ADDRESS**

2279, Jal Vayu Vihar Sector 67, Mohali Chandigarh

**PERMANENT ADDRESS**

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+91 9815 229 229

+91 9818 68 0013

**E-MAIL**

[manish.alliance@gmail.com](mailto:manish.alliance@gmail.com)

Developed and managed front line teams of more than 600 people and generate revenue by providing direction and leadership towards operational excellence at an effective cost structure.

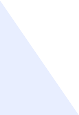
Proven ability to plan and prioritize tasks in order to efficiently manage complex deadline-driven projects and assignments

Development and implementation of several procedures and systems to maximize operating efficiency

Excellent analytical skills evident in presenting detailed diagnostic reports of performance data

[](http://in.linkedin.com/pub/manish-verma/20/92b/20?trk=shareTw)A reputation of award winning, result-orientated, hands on individual with superior organizational skills.

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#### PROFESSIONAL EXPERIENCE

Apr 2015 to Present **Live Technician Technical Sol Pvt. Ltd.** Noida (UP)

###### Associate Vice President, Operations

* Spearheading the IT Solutions (Sales and Support) business of the company through its Four Hi-tech Support Centers (in Noida, Jaipur, Mohali and Dehradoon) and a strong team of more than 600 employees
* Managing the operations and P&L of the Program and Gave rise to the revenue by over 100% (from half a million to over One Million USD in a month) and maintained CSAT above 95% and SOCC at 98%
* Creating and Enhancing inter-departmental capabilities and Setting up an organized work-flow around every process
* Acting as the primary "face" to all the external and internal customers
* Involved in Process re-engineering and overall restructuring of the organization
* Implementing Strategies to ensure attainment of long-term stability, growth and profitability for the company

Jun 2014 to Mar 2015 **Visionaire Technologies Pvt. Ltd.** Panchkula (HR)

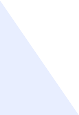
###### Vice President, Sales and Operations

* Headed the Sales and Operations of Visionaire's offshore Tech Support Center in Panchkula (Chandigarh)
* Involved in setting up the policies and procedures and overall restructuring of the program
* Implemented a full-fledged lead generation process to ensure business stability in the longer run
* Setup an organized process work-flow to ensure improved productivity and optimum use of the resources
* Made substantial changes in the HR policies to give rise to employee satisfaction
* Entered into partner agreement with some of the premium companies and initiated a process of setting up Network Centers in other parts of the Country.

Mar 2012 to June 2014 **Infinite Computer Solutions Ltd.** Bangalore (KA) ***Vice President, Sales and Operations***

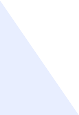
**Novatel Wireless Inc. USA**

* Managed the end-to-end delivery of Novatel Wireless Inc. (a US Telecom Major) for providing Level 2 tech support for their MiFi products (wireless routers, embedded modules, PCI cards and USB sticks).
* Incident/Problem/Change Management based on ITIL V3 framework.
* Successfully introduced and transitioned the program that was launched with a team of 10 and later ramped up to 50 FTE’s.
* Gave rise to the call handle (from 60% to 85%) and voice mail/email follow-up to 100%.
* Introduced NPS and developed SOP’s & Knowledge base for the Process.



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### iYogi Technical Services Pvt. Ltd.

* Headed the end-to-end Operations delivery and P&L of International Technical Support and Sales Programs through Voice & Chat (24x7).
* Managed site’s largest LoB of 200 FTE’s along with Process Managers,

Team Leads, SMEs and Technical Specialists.

* Annual revenue attainment of over US $4 million (through upselling/cross selling) along with 92% CSAT, 70% FCR, 6% outflow and AHT < 58 min while supporting a customer base of over 2 million.
* Worked as a Customer Retention Manager for controlling Revenue outflows and maintain the site’s Refund% < 7%.
* Won Infinite’s most prestigious **Eagle of the Year** Award (Top 12 contributors out of 5000 *Infinitians* worldwide get this award every year).

Apr 2011 to Sep 2011 **iOPEX Technologies Pvt. Ltd.** Chennai (TN)

***Project and Operations Manager***

### Support First, India and USA

* Setup a Global Tech Support centre catering to the Domestic and overseas markets with 50 techs dedicated for the Technical Sales – Troubleshooting of OS, Software, Networking and Peripherals.
* Developed Process SOPs for the Voice, Email & Chat function, QoS and knowledge base for the entire process.
* Assisted the in-house Engineering Team to develop a robust CRM and successfully transitioned the teams to production.

### Virgin Media, UK

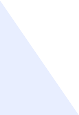
* Launched **Virgin Media** (UK) Broadband and Smartphone Tier 2 Tech Support with 100 techs.
* Managed the transitioning – People, Process, Technology and Training.
* Reduced the call AHT from 35 min to 20 min and maintained FCR of 99% week-on-week
* Delivered 85% NPS against targeted 45% for Broadband support and 75% against targeted 35% for Smartphone support in just 5 weeks
* Developed training contents and Knowledge Base for scaling up new hirers during ramp-up phase

Aug 2008 to Apr 2011 **DELL International Services** Chandigarh (UT)

***Sr. Team Manager*** – Technical Sales Operation

* Piloted and managed Dell on Call - Dell’s most ambitious and top revenue earning process by providing high-tech Tier3 troubleshooting for all Dell Products (laptops, desktops, printers, scanners and gaming Devices)
* Supported wide range of issues including but not limited to WiFi, Networking and OS troubleshooting through Remote Support.
* Launched the process with a team of 25 that got ramped up to a handsome strength of 120 responsible for a monthly revenue collection of over $400,000.
* Set up the SOP and a robust follow up process for the process that helped achieving over 95% of RR, 75% CE and less than 4% COD over and above the Revenue targets.

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* Provided functional support and direction to the group on Customer Support needs, Follow ups, Escalations, identify Training needs and ensuring optimum levels of performance, productivity and quality.
* Analyze reports and prepare Root Cause Analysis (RCA) and Corrective and Preventive Action plans (CAPA).
* Manage attrition within acceptable levels and develop strategies to increase retention.
* Identify best practices/process re-engineering opportunities and implementing them across teams. Ensuring high level of motivation amongst group members.
* Appraise each group Member, create a development plan and identify training needs.
* Worked as ZEE Manager as part of ZEE (Zero Executive Escalation) Drive for controlling Executive Escalations.

Apr 2005 to July 2008 **HCL Technologies Ltd.** Noida (UP)

***Team Leader*** - AT&T Internet Services, USA

* Provide Second level Tech Support - Analyzing problems and developing solutions to enhance customer experience
* Got promoted as Team Leader under Fast Track growth in 6 months.
* Managed teams such as nesting, transitioning, tenured and split-shift. Team size – 25 (22 agents, 1 SME and 2 FT TL’s).
* Primary responsibilities involved Performance Management, Agent Productivity, Shrinkage, Attrition and Appraisals of the team members.
* Regularize quality monitoring, coaching, feedback and 1o1’s for the

Personal / professional growth of the team.

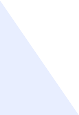
* Represented Noida site in the weekly calibration sessions with the client.
* Worked as an ID Management SPOC to ensure all the Tools are accessible to the agents on the floor
* Headed the AHT Intervention Drive and reduced the AHT by 2 min for the entire LOB

Apr 2004 to Mar 2005 **CONVERGYS India Services** Gurgaon (HR)

***Technical Support Officer*** - AT&T Worldnet, USA

* Troubleshot issues with AT&T Dialup, broadband, wireless routers and network cards on Windows and MAC platforms.
* Consistently maintained over 90% CSAT, over 80% SOCC, AHT < 15 min
* Elite member of the Apple MAC Team (the only MAC Team with Convergys).
* Worked as interim Subject Matter Expert and provided floor support to the nesting and transition teams.
* Worked as Process Coordinator, Save Desk.
* Worked on MIS reports – Time Keeping System, SOCC/CSAT database, Customer Verbatim Analysis.

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Mar 2002 to Apr 2004 **Convergence International** New Delhi

###### Sr. Executive

* Worked for International sales and tele-marketing Campaigns viz. Telecom/ISP, Credit Cards, Calling Cards and Travel Vouchers.
* Dealt with the premium clients such as Comcast, Cap one and Greaves.
* Cold calling (outbound) and follow up with the leads.
* Provide Information to the prospective customers about the product and explaining about new offers and discount schemes.
* Converting the customers and leads into sales and meeting sales target.
* Maintain 100% touch rate for the leads and follow ups.
* Maintain Conversion Rate, occupancy and AHT.

Apr 1996 to Feb 2002 **Aptech Ltd. (Franchisee)** Rajpura (Pb)

###### Centre Head

* Impart computer education and study abroad consulting.
* Managed a handsome strength of 350 to 400 students.
* Administer all the activities of the branch viz. Recruitment, Marketing, Faculty, Course Progress, Placements and Consulting.
* Introduced University recognized distance learning IT Degree/Diploma courses from Bachelor to Master level.
* Held excellent placement record with the local industry such as RMI Cycles, Mukat Pipes, BCI, Alcon Cables, etc.
* Worked extensively for Students’ Recruitment in France, Germany and Australia while representing top Business & Hospitality Management Schools (affiliated to Grandés Ecolé and Cźar Ritz (International 5 Star properties).

CAREER HIGHLIGHTS & AWARDS

##### INFINITE

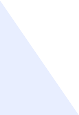
* Awarded as the Outstanding Operations Manager in just 2 months.
* Won Infinite’s most precious Eagle of the Year Award in 2013.
* Video Footage of the Eagle Award <http://youtu.be/hH9jBu_bS_A>

##### DELL

* Star Manager Award for delivering highest Total Solution sales.
* Operations Excellence award for consistent performance in FY2010-11.
* Controlled annualized attrition to 15% against the target of 25%.
* Active participation in Entity RnR programs - Assisted in organizing the agenda & facilitate in the Award distribution.
* Lead the Employee Engagement Initiative - With TQ/BQ Mapping and drive towards improvement on Process metrics.
* Conceptualized, designed, created and launched a DSS Monthly Newsletter across all Dell sites in India.

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##### HCL

* Bagged the annual award of Best Team Leader of the year 2007 in HCL.
* Worked as Parent Metric Ambassador (PMA) of the LOB for improving POSE and FCR while working with 26 Team Leaders.
* Worked as Employees Grievance SPOC in HCL.
* Maintained a track of outstanding appraisals, year on year, along with team position amongst Top 3.
* Successfully launched projects like; DSL Shooting Star, Agent Speak, Know your Metrics, Attrition Control Drive.

##### APTECH

* First to introduced computer education in Rajpura Town.
* Awarded as the best computer education centre by Rajpura Industry Association.
* Worked with various Schools as computer education consultant.
* Worked as a consultant for students aspiring to go abroad for higher education by representing Top Management Schools in Europe and Australia.

#### QUALIFICATION & CERTIFICATIONS

Graduate in Economics Panjab University, Chd (Ist division) Advanced Diploma in Application Aptech and ITI

Software (1 year)

Professional Diploma in Hospitality Jaipur and Chandigarh Management (2 years)

IELTS – 7.5 band score IDP, Australia.

Executive MBA (Pursuing) KSOU University, KA

#### PROFESSIONAL ENHANCEMENTS

Project Management and ITIL Foundation (iOpex)

Application Software – VPN, Advance MS Office, Remote Tools & CRM (Dell) Voice & Accent, US, UK culture Training (Convergys)

Technical and Customer Support Process Training (Dell & AT&T) Product Training (Dell products and Novatel Wireless devices)

Professional Trainings on Operations Management, Team Building, Stress Management, Motivation and Talent Acquisition (Dell)

Undergone specialized training on CMMi Level 5 compliance Audits (Infinite)

#### LANGUAGES KNOWN

English (Neutral and American accent), Hindi, Punjabi

#### INTERESTS & ACTIVITIES

Swimming, listening to light music, reading spiritual and motivational books