**Over 11.5 years of accomplished experience including the IT-Service & support Industry, currently working at Cybage Software Pvt Ltd, Pune**

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### *BRIEF OVERVIEW*

* Expertise in working in fast-paced, high-tech environments requiring skills in management & problem solving
* Customer Relationship Management: Successfully managed multiple projects from inception to delivery, keeping up with the various stakeholders, managing their expectations as per the agreed SLAs.
* A global mindset with strong quantitative and conceptual abilities, international experience to manage multiple Project teams.
* A self-motivated and result oriented professional with over 10 years of experience in various functions of IT Operations, Planning, Process/Project Management.
* Track record of providing excellent client satisfaction and management of workload basis maximum and best Optimization.

**Core competencies**

* **Operations Management** (Multiple projects management, Project level SLAs into Technical Support)
* **Structured Think ability and Implementation** (Transition management, Change Management, Articulating efficient processes)
* **Project Management** (Planning, Transition, Management, effective workflows proposition and Continuous Improvement)
* **People Management** (Team Building, Leadership, Articulate seamless People and process coordination, Coaching and Mentoring, Appraisals and reviews**)**
* **Department Management** (Governance, Growth, Optimization, Quality improvement, Risk Management)
* **Relationship Management**&**Business Development** (Extensive and rich experience on Client relationship management) (Pre-sales meetings & presentation, Client presentations, help towards building Business Proposals / SOW)

**Professional Experience**

**Cybage Software (Pvt) Ltd. Pune **

Cybage is a global service provider of [IT](http://en.wikipedia.org/wiki/Information_Technology) solutions such as Software Development, QA, Technical Support and maintenance, Documentation etc. Cybage currently has around 4,500 plus employees and hasoverall 8 operations offices in [India](http://en.wikipedia.org/wiki/India), [US](http://en.wikipedia.org/wiki/US)A and UK.

***Associate Manager*** *(Support Services)* **Mar 2010 – Till date**

**Roles and responsibilities**:

* To head & lead multiple Projects, process management, Service delivery operations, leading Project leaders (team leads), People-performance management, client relationship management and other operational responsibilities.
* Seamless transition of new projects as well as additional newer tasks with help of regular account farming which involved mapping client’s requirements and coordination in developing, implementing and transitioning the project as well as individual processes
* Worked with my span team leaders, SME’s and client point of contacts in the preparation of Standard Operating Procedure manuals, Work Instruction manuals, defining process and quality frameworks
* Handling Conference-Calls with the Client.
* Career Management, Performance Appraisal, Feedback and Coaching, handling people issues and driving the team to meet the business targets.
* Contributed significantly in strategy and process formation plus implementation for the department, resulting into giving the department projects a better structured approach towards handling its areas of improvement
* Handling escalation management, weekly, monthly delivery call and quarterly performance review
* Successfully worked towards the customer satisfaction as the top priority for my projects with the help of CFF analytics
* Continuous improvement of Product training and delivery through Client feedback/ surveys
* Continuous mentoring of team managers/ leads and SMEs to work out towards mapping processes deliverables, infrastructure set up and testing, resource training and certification, knowledge transfer, documentation of processes and service levels.
* Preparation of project timelines and proposing phased approach for the project transition phase
* I am part of the pre-sales activities along with pre-sales team to prepare business proposal and suggest solution for migrating the project to Cybage
* Participated in pre-sales activities such as client presentations, responding to the RFP, proposing helpdesk support,

Application support, Email support related solutions etc.

* Participated in analyzing the requirements for the project which included resource requirement, infrastructural, resource identification and hiring, training and process certification of the team.
* Mentored the team in setting up processes for monitoring, troubleshooting and setting up service levels for these tasks.
* Prepared and shared project transition and daily operational activities of the project with all the relevant stakeholders
* Supervision of planning, transition and operational activities to ensure that the timelines are adhered.
* Major activities included, Development of transition plan, mapping processes deliverables, ensuring efficient tracking of Change management, resource training and certification, knowledge transfer, documentation of processes, overall coordination & sharing of client expectations and agreed service levels.
* Actively involved in initial business discussions with the client point of contact along with the pre-sales team and was instrumental in compiling business proposal.
* Currently managing the operations on an ongoing basis from an overall service delivery perspective
* Built a GLOBAL TRUST on the Helpdesk Support front per se for my Cybage teams which was recognized by Cybage clients. This has been indeed a very satisfactory gesture till date.

**Key Responsibility Areas:**

* **Strategy planning and project management**– Reporting to the Delivery Head (DH) and managing departmental activities such as defining operational strategy and efficient governance of projects under my span, coordination with internal teams ( IT, HR, RMG, Admin etc.), any business development opportunities, and improvement initiatives.
* **Delivery and Operations Management**– Responsible for the service delivery, escalations management and relationship management of Travel and Hospitality, M&E verticals based support projects under my span.
* **Project Management –** Currently handling **6 different projects** at Cybage. Responsible for all project management activities such as project Planning, Transition, Management and Continuous Improvement. Responsible for process migration and knowledge transfer activities.
* **Relationship Management**– Develop, maintain and enhance relationships with all key stakeholders (client and internal). Discuss and gather requirements and also work towards mapping and articulating into efficient project deliverables. Interfacing with clients for suggesting viable areas of suggestions and best practices as well as cultivating relations for securing repeat businessand even additional newer scope of work. This resulted to significant addition of billable resources within my span.
* **People Management** – Responsible for managing and mentoring 2 Project Team Leaders & and other SMEs along with around40 + FTE’s reporting directly. Keeping the teams motivated to meet departmental and organizational goals.
* **Process Management**– Leading process management initiatives for the projects,conducting sensitivity &awareness sessions for the engineers/ executives and also for client point of contacts.
* **Capability Management** – I have an Energetic, never give-up attitude and always open to challenges & targets. Played a lead role in planning and evangelizing industry’s best practices to customers (Internal & External) and designing workflows to drive Process Excellence for my Technical Support department. Initiated and introduced creation of knowledgebase portal concept, APT (Attrition tracker), Change management related inputs and a Performance management workflow structure which got wide acceptance and implementation within the department.

**Current projects managed at Cybage:**

1. **Client information:**

The client is a recognized leader in providing low-cost, multi-source distribution and independent faring technology to the global Travel industry. It is emerging as a cutting edge ADS in the global airlines industry at present.

* **Cybage Role:** This team provides a complete Helpdesk operations support for the end user customers basis 24 x 7 X 365 days of round the clock uninterrupted voice and e-mail based Level1 & Level2 support services. Services also involves Server monitoring tasks all involving Service management aspects such as Incident management, Problem management, Change management and assistance in Release management related tasks &activities too.
* **Team size:** 10Technical support Executives, 1 Team Leader
* **Platform and tools used:** Bugzilla, Webmin, Big Brother Monitoring tool, PCC management tool, ACL management tool, Trace tool

**Role and responsibilities:**

* Ensuring effective assessment of change management on the project front along with diligent dissemination of procedural information.
* Driven the team’s performance right since the beginning of transition over the Priority, sensitive and critical issue handling by good impact analysis and improved Issue Triage performance.
* Conducting sensitivity and awareness session with the team.
* Act as a point of contact in the event of operations escalations from the customer and correct the issue by incorporating necessary changes in the SOPs.
* Facilitating/ conducting Revision series of various categories of procedural documents
* Gathering process and procedural requirements and preparing standard procedural specifications and task management likewise by driving the project lead.
* Select & hire the resources with right skill sets required for the project by coordinating with the internal ‘Resource

Management Group’ team and conducting departmental interviews to select the rightcandidate for various other projects

* Solely took ownership towards continuous service enhancement in terms of process enhancement, trend analysis & workload optimization
* Setting up goals for the entire team as well as individual team members and monitoring the performance of the team. Evaluating a team member’s performance and providing feedback to management for review.
* Conducting, initiating and driving regular weekly calls with the customer to work together understanding the Open action items, setting turnaround completion time, service non-compliance, areas of improvement, feedbacks to be worked upon, progress and project status.
* Mutually involving in implementation and coordination about new LOB/ hiring/ ramp up/ progress & updates
* Facilitating and conducting every monthly basis refresher series to ensure sound Knowledge refresher for the team, Remedial revision, Best practices sharing, Change management recaps for the whole span
* Ensuring every Weekly project focus presentations/ meeting towards Best practices sharing, Appreciation of good performance and individual contributions made, consistent reinforcement on Areas of improvement/ Gap analysis discussion, Discussion and sharing of all types of learning opportunities, Consistent reinstatement of Change management recap.

**Achievements:**

* Certified Cybage Hospitality Professional**- CCHP certified**
* With an impressive quality, accuracy and quantum of deliverables in the past year Helpdesk support has grown up from 7 to 11 resources which is an outstanding growth of 4 FTE resources
* Bagged a rating of 4.33 on a scale of 1 to 5 where 5 being the highest on our Customer Satisfaction feedback parameter called ‘CFF rating’
* Further testimony to the fact that Cybage support team has been successfully meeting the service levels of 100% and has managed to clock 99% as its Quality scores exceeding the expectations of the client essentially with consistency
* 10 very encouraging and consistent appreciation emails were received from client during the business year of 2012-2013
* Helpdesk when commenced had a limited scope of work with Emirates and other few end customer Support to handle by far. Within significantly short time, the team size has increased and the scope of work has also widened where support for 7 major airlines like EK, AA, QR, AC, ET, WS and DL are supported. Many airline agencies and partners plus major global consolidators like Kayak, PCLN, bookit.com, Tourico, TourEast, TravelPort, Priceline, Fareportal, Vegas.com, and Concur are supported too.This resulted to significant addition of billable resources within my span.
* We perform validations for every release whenever the application moves to next version. Team here performs the general validation or check to see if all the functionalities are working as designed and immediately escalates if required
* Whenever any patch is uploaded for a particular version of application by IT team, it is this Cybage helpdesk who performs regression testing to verify if the application performs as desired. Helpdesk provides the screen captures of the particular update and also provide the traces even if the validation is successful or failed.
* Updating DM commission Rules and Reloading Ticket Stocks which was earlier done only by client side Pricing/Ticketing

1. **Client information:**

Client is an online media company with the travel & hospitality industry’s most universally accepted and largest visual content distribution network. Client is headquartered in Toronto Canada and has an industry standard digital asset management platform, provides an easy, affordable way to store, manage and deliver visual content to all electronic distribution channels including all Global Distribution Systems.

* **Cybage Role:** This team involves tasks of E-brochure creation, Media loading, Server job monitoring, Adding media description, Lead to contact conversions in SalesForce and many more miscellaneous tasks such as Data harvesting, research, cleansing and Data processing tasks
* **Team size:** 10 Technical support executives, 1 Team Leader
* **Platform and tools used:** Ms Excel, Zendesk CRM system, Photoshop, PhotoWarp, Flash Develop, Viewer Configurator, IrfanView, Flash Decompiler, Charles Sniffer, Filezilla, DropBox, Chrome, Safari and Firefox Browsers

**Role and responsibilities:**

* Handling a team along with a Team Lead which providesonline visual content management, distribution system and helpdesk support for Hotels industry.
* This Support team also creates customized digital brochures (Flash Viewers/HTML viewers/ Face book Viewer / Mobile Viewers) for Hotels that really want to differentiate hoteliers at individual properties and management companies better merchandise their hotel properties wherever travel shoppers are reaching hotels online data

1. **Client information:**

Client is world leader in travel content management, e-marketing and content distribution across the global travel chain.Client hascorporate headquarters in Dallas, Texas, They operate a technology, sales and support office based in Thames, England. It isleading provider of [content](http://www.lanyon.com/travelsuppliers.html) and [Spends management](http://www.lanyon.com/travelbuyers.html) solutions to the travel, transportation and hospitality industries.

* **Cybage Role:** This team is involved into various kinds of Data harvesting, research, cleansing and Data processing tasks
* **Team size:** 10 Level- 2 Technical support executives.
* **Platform and tools used:** Ms Excel, Google Earth, RightNowtool, SalesForce, Web research for data validation and analysis

**Role and responsibilities:**

* Cybage provides 18 hours X 5 days of support coverage from Monday through Friday.
* Handling complete Client interfacing and relationship on an overall basis for this project and serving as a single point of contact.
* Transitioned many newer tasks successfully with the approach of 100% RFT/ FTR post to the inception of the project with Cybage to till date.

1. **Client information:**

Client is into Data Management Support for world's number one Advertising/ media investment management/ marketing analytics company, serving as the parent company to WPP's media agencies.

* **Cybage Role:** This team involves converting of raw data files into required formats using the ETL process
* **Team size:** 09 Technical support executives.
* **Platform and tools used:** Ms Excel, SQL understanding and knowledge.

**Role and responsibilities:**

* Handling a team of 09 Technical Support Executives providing 8\*5 data management services.
* The project involves converting of raw data files into required formats using the ETL (Extract-Transform-Load) procedures

through SQL and then loading them onto client web-based tool.

* Handling Performance reviews, trainings & appraisals.
* Manage manpower through rostering of shifts.
* Managing Service levels based on daily, weekly and monthly data cycles. Have met 100% SLAs throughout.

1. **Client information:**

Client is into SharePoint Administration and Support for an IT consulting firm that specializes in building high-impactbusiness solutions with Microsoft technology.

* **Cybage Role:** This team involves into a defined range of MS SharePoint support and administration along with ensuring the right escalation &resolution for technical issues raised by client/ end users
* **Team size:** 09 Technical support Engineers, 1 Team Leader
* **Platform and tools used:** MicrosoftSharePoint, IIS, Windows administration, SDP

**Role and responsibilities:**

* Managing & maintaining Staging and Production servers.
* Administration of SharePoint sites which are highly customized.
* Deploying the latest build on various SharePoint farm.
* Ensuring the complete resolution for technical issues raised by client.
* Coordinating with developers and helping them out in various issues.
* Maintaining SLA while working on Support request raised by Client.
* Maintaining weekly and Monthly status report to record the issues resolved and currently pending.
* Attending Client call and Weekly meetings to notify them the status of Support Tasks.

**Hutchison Whampoa 3 Global services (P). Ltd. Pune **

***Team Manager*** *(Billing Support Helpdesk center – Pune)* **Nov 2008 – Jul 2009**

**Roles and responsibilities**:

* Handling the project and team for Inbound billing customer support desk for UK customers pertaining to a varied range of end-user support in conjunction to other case management teams, support functions and staff
* Effectively handling a 15 member team- the customer support executives.Being part of process in order to work on multiple different call/cases queues, maintaining the **SL, IQS** benchmarks, **FCR, RCR, BigTick scores, AHT, IVR** scores and other performance grids as score metrics

**Achievements**:

* Twice won the **“Best most improved team award”** for Dec-08 and Jan-09 months in row immediately after my deployment in process. Was specially awarded with a**certificate** as a testimony to this fact.
* Successfully and invariably implemented my own ideas initiate and improve team scores across the site when I was handed over with **2 most BQ teams** of the floor and managed an impressive improvement from 6th then 5th position and to the 2nd and **1st position** in a stack rank of 16 team on the whole Production floor.
* Came out with alterations to the performance grids of the billing skillset- and proposed a valid input of having Threshold, Target and Stretch based grids and the same was highly appreciated.
* Proposed for the overall **OJT model** change of having phase based grid pass-out model that was encouraged as a commendable job and proved to be far effective, realistic and Objective enriching move for the whole skill set.

**HCL Technologies- BPO Services Ltd. Chennai **

***Team Leader*** *(Technical Support Helpdesk center – Chennai)* **Oct 2006 – Nov 2008**

**Roles and responsibilities**:

* Handling project team accountable for all the Inbound/Outbound/ Escalation Technical support for **British Telecom**- UK’s Largest **Broadband ISP** provider.This is the ***Line Faults Helpdesk- LFH*** divisionlocatedin Chennai C-4 center which is regarded as the 2nd highest revenue generating process desk for HCL
* Effectively handling a 16 member team and being part of this process in order to work on multiple different call/cases queues, maintaining the **SL, IQS benchmarks, FCR, RCT, RFT, AHT, i2C, C2C** etc. as key performance score metrics.
* Handled team members and was exigently able to contribute in expanding and improving the service support desk by increasing the customer reachability
* Responsible for managing the productivity of teams along with updating / testing latest training methods, ratio of refunds

honored to customers and excelled on customer retention rate as invariably the best on floor.

**Achievements**:

* Won the **People-Hero award** for twice during my tenure. Was specially awarded with a certificate as a testimony to this fact.
* Was the **RFT topper** for the skill-set in **FL- Frontline desk** for the whole JAS’2008 quarter and then 3rd for October
* Transitioning new processes in terms of basic planning, readiness, training, and implementation.
* Accountable for conducting class room training, transition, scheduling, identifying training gaps & recommendation cum development of training programs
* Timely weekly and monthly reporting & assisting in making the Critical to Quality benchmarks for the processes seeking routine Call calibrations based on **H2W guidelines assessing the K1AD & K7AD EDCSM (c-Sat/ d-Sat) scores** of the team/ desk as whole
* Responsible for the personal development / promotion of the team through regular observation, feedback, performance discussions, training needs identification leading to team motivation.
* Handling escalated calls, including calls from dissatisfied customers with highest success rate, arranging for refunds etc.

**OpenSols InfoTech (P). Ltd, Bangalore June 2005 – Oct 2006**

**Globedat.com** is amongst leading computer security and maintenance solutions provider company with a global presence. OpenSols is a preferred outsourced business partner in operations offering a complete range of technical support helpdesk activities for its end customers primarily throughout US, UK and the European countries.

***Team Leader/ Project Lead*** *(Technical Support Helpdesk center – India)*

**Roles and responsibilities**:

* Managing team which is into Technical support and customer services for a wide range of computer security software products including Antivirus, Firewall protection, Hard drive cleaner, Pop-up Blocker, Anti-spy ware, Registry fixer utility software (WinFixer 2006, ErrorSafe, SysProtect etc.)
* Heading & handling a team of 15 team players in a program specific to Technical troubleshooting that is offered via live Voice support, Email and live Web-based online Chat support, all on a 24/7 round the clock availability.
* Actively functioning as a single point of contact for the processes with respect to coordinating with the client & imperatively other related functional departments such as the billing desk, Charge-Back team, and Ohio (US) call center operations.
* Direct Interface with other global partners and accountable for setting quality standards for new processes
* Interestingly the scope of the helpdesk support even extended for **localized support** to the non-English speaking customers in their own language viz; customers from European countries apart from US and UK. Thus handled team members and was exigently able to lead &contribute in expanding this localized support desk for the non-English speaking clients.

**Achievements**:

* Successfully piloted this project as the very 2nd team hired and then made operational.
* Successfully expanded the localized support desk for the non-English speaking customers.
* Successfully and invariably implemented my own ideas to initiate and improve CE scores across the site from 45% DISSAT to 17.5% in 3 months of their execution.
* Created a common dashboard followed by all the shift supervisors and TL’s for team meetings. This dashboard was to keep track of weekly performance of their respective teams.
* Took initiative with success to implement and organize an “**RnR Night**” (Rewards and recognitions ceremony) that later became a regular activity to felicitate outstanding performers.

**CLi3L e- Services Ltd [now known as SITEL India] Bangalore **

Cli3L is a JV between **ITC InfoTech India Limited** and **Client Logic USA** that specializes in Technical & Customer support for ISP clients based operations and is termed as one among the global leaders with their most admired Fortune-100 clientele in the local market of US, UK and Europe.It is also a brand of repute in Global outsourcing space.

***Technical support Officer* Apr 2004 – Jun 05**

**Roles and responsibilities**:

* Handling Inbound/Outbound- Technical support calls for **British Telecom**- UK’s Largest ISP provider
* Effectively handled escalation calls from angry customers as was made part of Product specialist team specially to handle Callback calls left unresolved by frontline agents

**Achievements**:

* Was made part of Product specialist team specially to handle Callback calls left unresolved by frontline agent. This was an appreciation due to my known ability of effectively handling angry customers and outstanding researching skills. Duration for the same was:[**March-05 to Jun-05**]
* Was honored with the responsibility to train and offer complete guidance to new joiners and the under performers on the Production bay. Duration for the same was:[**March-05 to Jun-05**]
* Consistentlyperformed the bestwithin my process and my peers group, displayed great teamwork, analytical skills and leadership qualities.

**INKEM Graphics Inc.(MUMBAI)**

***Regional Sales Incharge*, (Region: - Pune). Nov 2000 – May 2002**

**Roles and responsibilities**:

* Handled the overall Pune region Sales Operations,
* On-Field Marketing, Client Negotiation, Client relationship management, Retention plus securing repeat/ Ongoing business
* Accountable solely for Delivery Arrangements, Market as well as complete Inter-officeCorrespondence etc**.**

**Achievements**:

* Was promoted as Regional Sales In charge due to good sales performance, spoken communication skills and amicable client relationship skills
* Effectively drew more clients to the company, by drawing new client parties and thus was able to achieve higher sales.
* Successfully implemented the idea and designed a database to facilitate the company in maintaining the goods inwards and outwards inventory log and generate balance sheet in Ms.Excel.

**Academic & Professional Qualification**

* **MBA- Master’s of Business Administration, Pune**

Elected Skill:- Project Management **[PM]**

* **BBA- Bachelor of Business Administration, Bangalore**

MKU – **Madurai**Kamaraj University

* **Higher Secondary HSC – Maharashtra Board**

Science, Mathematics, Physics

* **NIIT e-Learning institutional Academy, Pune**

DNIIT – Diploma from NIIT (Software- programming / Servers & Networking platform)

**Key Skills& Strengths**

* **Certified Cybage Hospitality Professional-** CCHP certified
* Good in **MS-Excel**&**MS-Visio**.
* Excellent **Documentation** and **Presentation** skills.
* Analyze performance improvement with defect control approach (Completed **Six-Sigma Training** from a Master Black Belt- **Mr.Gajendran** at HCL Technologies)
* Ability to generate and submit periodic MIS reports- Team Performance, SLA deliverables, Work status, Quality and Volumes
* Good management of effective reporting, communication and follow-up on various aspect of the team-performance, ESAT, **CSAT** and **Change management** etc
* Hands on experience in handling the **Training Systems**, in both Web Based and Voice (Inbound/ Outbound) Processes.
* Awareness of ISO 20000 standard.
* Assign resources to tasks. **Resource leveling skills** and concepts
* Proven strength in **trouble shooting**, problem solving, **coordination** and **analysis**
* Proven results in **initiating** projects, efforts estimations, team building and **end to end project execution**.
* A good team player with ability to lead a team by example and motivate them to achieve desired objectives, undeterred by failures and firm believer in my abilities.
* Undergone a successful **certification** and training program for **CRM**- Customer Relationship Management.
* Certification in **Office Automation** from **C-DAC,** Pune.
* Successfully undergone &completed Soft skills training, **Voice & Accent** training, **American accent training**etc.

PERSONAL DETAILS

Languages known: English, Hindi and Marathi  
Nationality: Indian

Passport No: XXXXXX

REFERENCES

Available on request