**Atul Upadhyay**

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| |  | | --- | | trans | | |  |  | | --- | --- | | Personal Information |  |   **Date of Birth :**  8 Mar 1983 **Gender :**  Male **Nationality :**  India | |
| |  |  | | --- | --- | | Professional & Educational Details |  | |
| |  |  | | --- | --- | | **Work Experience** | Over 10 Years | | **Industry** | BPO-Customer Service/Operations | | **Current Role** | Operations Manager | | **Current Employer** | Concentrix India Pvt Ltd. | | **Previous Employer** | Convergys India Services Pvt. Ltd. | | **Highest Degree Held** | MBA, Sikkim Manipal University | | **Detailed Resume** | | |
| |  | | --- | | **Job Descriptions**  Professional with 10+ years of ITES experience encompassing set of knowledge and skills in Social Media policy & enforcement, E-commerce Ad review, Collections & Retention, Customer Support , Banking, which include an in-depth understanding of business processes, performance methodologies and client management.  **July 15 Onwards**  **Operations Manager**  **Client - One of the largest Video Sharing website**  Currently handing a team 250+ HC for policy & enforcement team.  **Key Responsibilities**   * Review performance with stake holders to deliver as per process expectations * Driving innovation and new ideas to improve existing process and policies. * Strategize and drive for MoM target achievement & data conversion. * Conducting skip level meetings and ensuring employee engagement. * Managing Quality, Customer wait time, TAT, Shrinkage etc. * Strategize and execute continuous improvement projects. * Preparing & leading Monthly & Quarterly reviews etc. * Participatein reviewing forecasts, finance reviews. * Planning & managing business delivery & revenue. * Adherence to audit & compliance. * Hiring & retaining talent.   **Aug-11-July 15**  **Assistant Manager/Deputy Manager**  **Client - One of the largest Video Sharing website**  Piloted & stabilized a project with multiple work streams of high criticality  **Key Responsibilities**   * Manage and track the Key Performance Indicators (KPI) and utilization parameters * Planning training & Workflow management, building strategies for effective implementation * Proactively track fulfillment for accounts and get them to closure * Driving Policy & process improvements & innovation * Drive recruitment, training and competency building * Identify risks and issues and escalate * Metric improvement & stabilization * Participate in business reviews   **Mar10–Aug 11**  **Assistant Manager**  **Client - One of the largest Fortune 500 Financial institution**  **Key Responsibilities**   * To lead, develop & motivate a team of 22 by setting performance objectives, coaching & recognition. * Attrition control through involvement, counseling and timely resolution for any of the issues*.* * Ensuring delivery of metrics for Average Handle Time, Time on System, sales targets. * Ensure compliance to the procedure laid out in the client Audit requirements. * Call calibrations and monitoring calls.   **Aug 07-Jan 09**  **Lead Operations**  **Key Responsibilities**   * To plan, co-ordinate and organize the process activities & ensure performance & quality targets are achieved. * To lead, develop & motivate staff through setting individual performance objectives & Coaching. * Ensuring delivery of Client metrics for Average Handle Time, Quality, Sales & Time On System. * Involved in Client Operations Conference Calls and Weekly Client-oriented Call Calibrations. * Following and implementing all directives, policies, and procedures.   **Feb 06 till Aug 07**  **CCS/Sr.CCS**  **Key Responsibilities**  Attending and handling calls/queries from retail banking customers  Mentoring and supporting new hires  **Convergys India Services from November 2004 December 2005**  **CCS offline**  **Key Responsibilities**  Involved in preparation of schedules  **Recognition & Awards**   * Live Wire Award for sales in August 2006 highest number of Sales in Quarter * Going Extra Mile(GEM) Award in Aug 2008 for commitment and dedication * Top Talent Award for Year 2011, 12,13,14,15 for consistent performance * Manager who Shines for talent retention and E-sat in Year 2011 * Presidents club award 2015 for exemplary performance   *Date Atul Upadhyay*  *Place* | |