



PAVAN KUMAR GADE

Operations Management | Process Management | Customer Management |
Service Delivery | Process Improvement & Quality Management

Location Preference: Hyderabad

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Key Skills

Process Management & Excellence

Project Management

SLAs Management

Client / Stakeholder Management

Team Building & Leadership

Audits, Quality & Compliances

Strategic Planning & Leadership

Delivery / Back-office Management

Operations Management

Process Management & Excellence

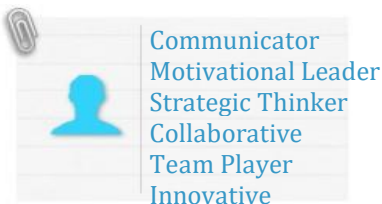
Quality Management

Customer Satisfaction

Profile Summary

- An achievement-oriented professional with **over 8 years** of experience in successfully managing & controlling entire business operations across **Operations Management, Stakeholder Engagement, Customer Success and Team Leadership**
- Exhibited leadership across business functions with expertise in driving **improvement methodologies**, developing methods & upgrading processes to improve overall productivity, efficiency, quality & customer experience
- **Performance-driven professional with comprehensive understanding of Business Operations** and strengths in efficient operations and client servicing; impressive success in delivering business impact
- **Successfully managed over 70- 120 CSAs, SMEs and TLs** and monitored their performance to guide in order to perform better within organization
- Displayed paramount efforts in setting up & rolling out successful quality management in service environment, **overachieving expectations** and exceeding all set goals by enduring customer relationships
- Successfully led & managed **process excellence and transformation initiatives** which provided client & business, benefits like increased capacity, reduced cost, reduced ops risk and improved quality of service
- Rich experience in managing **team performance, transition, business continuity plan, business transformation, business process reengineering, continuous process improvement** and implementing best practices across processes operations within **global delivery framework**
- Front-led end-to-end project planning & implementation including scope management, activity sequencing, **cost estimation, risk analysis**
- Added value to the efforts of the organization by **building high performing teams** that excel in delivering business value with high morale & **low attrition**;
- Recruiting, training and monitoring the team members for maintaining excellence in the service operations
- Added value to the efforts of the organization by **building high performing teams** that excel in delivering business value with high morale & **low attrition**;

Soft Skills



Education

- **2010: B.Tech. (ECE)** from Bharat Institute of Engineering. & Technology., Hyderabad



Work Experience

Nov'19– Present with HappiestMinds Technologies Pvt. Ltd, Bangalore as Project Manager

Growth Path:

Nov'19 – Present Project Manager

Result Areas:

- ⦿ Ensure staff is scheduled such that there is adequate coverage of service and SLAs
- ⦿ Run, review and submit NOC service reports to the delivery and operation head
- ⦿ Define and develop key performance indicators and measurements to ensure efficiency
- ⦿ Ensure all client SLAs are met End to End accountable for the lifecycle of all client issues tickets
- ⦿ Ensure escalated issues are resolved thoroughly and timely with satisfactory results
- ⦿ End-to-end project planning & implementation including **Revenue estimation, risk analysis & revenue generation**
- ⦿ **Building team performance** that excel in delivering business value with high morale & **low attrition**;
- ⦿ Coordination with TA on recruiting, rate cards negotiation and onboarding of new hires.

Oct'11 – Aug'19 with Amazon Development Centre, Hyderabad as Team Manager CSEU (UKCS)

Growth Path:

Oct'11 – Nov'12 Pilot Customer Service Associate/SME CSUK
Nov'12 – Oct'13 Program Specialist GCC World Wide (L3)
Oct'13 – Sep'15 NACS Team Leader (L4)
Sep'15 – Nov'16 Program Manager Digital & Device Command Center (D2C2) (L4)
Nov'16 – Aug'19 Team Manager (UKCS)

As Team Manager (UKCS) Key

Result Areas:

- ⦿ Spearheaded business operations while managing **total strength of 70 – 120 CSAs, SMEs, TLs** and onitored team performance and directed functions related to employee engagement and time management
- ⦿ Conducted daily/weekly audits as per the guidelines; mitigated risks adhered to the process by implementing corrective measures and generated reports to share metrics & data to higher management
- ⦿ Managed complete Process Operations, Quality Management and reviewed monthly performance in coordination with Team Leads and recommended corrective actions; implemented improvement methodologies for the process
- ⦿ Monitored & ascertained improvement in all aspects of process metrics, quality and people metrics
- ⦿ Recruited, mentored & led a team and other key personnel to profitably grow the business; interfaced with HR to develop and implement recruitment and retention strategies
- ⦿ Worked with Business & Functional Leaders and devised strategic plans to enhance operations; implemented strict measures in operating procedures to optimize resource / quality/ process/ capacity utilization
- ⦿ Set out in-house quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs for their services
- ⦿ Identified needs for training and conducted training sessions for new joiners applying the Adaptive Coaching Model
- ⦿ Conducted process planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes; implemented project plans within preset budgets and deadlines
- ⦿ Defined a 'towards culture' and behaviors; identified personal response to change and recognized team and individuals for delivering excellence within the organization
- ⦿ Devised common team communication forums and a communication plan for the team
- ⦿ Implemented Amazon HR policies and practice within the process & business operations
- ⦿ Devised & implemented ACES process improvement measures and Gemba walks
- ⦿ Enhanced employees engagement by defining specific actions and identifying trends through Amazon Connection Reports
- ⦿ Analyzed Adult Learning theories and principles and implemented Individual Development Plan (IDP)

As Program Manager Digital & Device Command Center Key

Result Areas:

- Identified issues and provided timely resolutions for the same; shared the reports on issues to stakeholders
- Conducted Post-Mortem & Root Cause Analysis to mitigate risks and problems
- Assessed internal tickets by analyzing data trends; monitored CS contacts, social media and network to identify issues
- Understood and translated technical jargons in easily understandable formats
- Responded to all internal & customers' queries within set SLA
- Implemented ideas & strategies to improve overall processes and products to enhance customer experience
- Supported Beta Programs as and when needed; understood Amazon Digital & Device Products Maintained strict confidentiality within the Digital and Device Team

As NACS Team Leader (L4) Key

Result Areas:

- Maintained SL's through profile flipping, priority updates and cross skilling with the help of workflow
- Devised and implemented process improvement measures to optimize business operations
- Provided support and maintained critical queues like Escalations, Snowball and other Tier1 Queues
- Mentored team members to enhance quality and productivity metrics in coordination with Leadership
- Monitored performance of team members by assessing various metrics including identification of low performing members, NRR, WNRR, CPH, ABT, AHT, Occupancy, PTL, Daily Attendance, NPT and OT
- Conducted process audits and provided action plans to improve productivity by providing regular feedback to employees
- Chaired regular One-on-One Meetings and Huddles with team members to guide them in achieving positive results, provide process updates and nominate members for Over Time, RnR and other fun activities
- Generated daily performance & process reports as well as Ad-hoc reports for higher management
- Shared process & team performance with higher management through regular meetings
- Coordinated with leadership to alert them on critical issues impacting customer experience
- Recognized and rewarded top performer on weekly & monthly basis
- Ensured compliance to organization's security and business guidelines

As Program Specialist GCC World Wide (L3) Key

Result Areas:

- Monitored and managed SLAs to meet targets and enhance customer satisfaction level
- Coordinated with Senior Leadership, Technology Team and Internal Clients to share customer experience; worked on different functional areas within Command Center Team
- Administered exceptions/issues at sites, vendors and incoming volumes while assessing deviation from the plans
- Suggested and implemented improvement measures to improve process and updated SOPs
- Directed Project Management initiatives; identified requirements and worked with Software Teams to improve tools and suggested automation wherever applicable
- Identified recurring instances of exceptions and devised action plans to identify the root cause & rectify the same
- Conducted Trend Analysis to help with scheduling and real time backup activations; performed RCA for SL deviations
- Generated & analyzed metrics to identify problem areas and suggest improvements
- Minimized Production to Labour and reduced cost to company across global Amazon sites
- Anchored GRASP (Global Response Action Support Process) Call Bridge; engaged Customer Service Directors, Site Leaders, Site Operations Team, OPS Leaders, Support Engineers, CAPS Team and Tech Teams over conference bridge call
- Monitored queue performance and supported ops to increase efficiency
- Managed volume allocations to sites, profile blending, auxing, backup activations, preserve avails, PIE tool and profile to workgroup mapping
- Alerted sites on volumes spike and SL risks; assisted in action items on SL mitigation & AHOD situations
- Approved leaves & non productivity requests, overtime and voluntary time-outs for team members Resolved SEV 1 & 2 tickets related to command center after conducting root cause analysis

Highlights:

- **Led 3 major projects** striving to improve customer and associate experience, reduction of contacts, change in behavior, frugality, cost saving and other factors

- **Expertise in managing emerging issues or high severity events** right from issue detection to RCA. Includes hourly reporting, stakeholder engagement, driving COE and so on
- **Nominated as Amazon's Brand Ambassador** to represent Amazon at our client sites and conduct training sessions on process gaps; successfully implemented Amazon tenets on customer contacts
- **Led a team as Kaizen Shahanshah** in coordination with ACES Team to innovate and drive process improvements; got reputed **Toy Yoda Award for Best Kaizen Idea and RCA** across Global Amazon Sites
- **Won Customer Obsession, Star Performer, People Manager, Coach the Coach** awards and other **recognition awards** during leadership stint



Projects

Project Title: EU Invalid Concession Reduction

Summary: Post analysis of YTD'19 concession data, 43.58% of total concessions issued in the following 3 categories - returns for refund > 30 days non defective, promotional GCs and return less refund, identified as invalid. These concession types together contributed to a gross out of policy (OOP) concession value of \$36.50 million for EU6 (Including GO sites) in 2019 YTD. The project aimed to take a conservative goal of reducing 25% of OOP concessions issued in the above three categories for 2019 i.e. annualized reduction from \$36.50M to \$9.13M across EU6 network.

Project Title: Work From University (WFU)

Summary: This new program mainly benefits students on travelling HOH and also offers a positive work environment, working of their own colleges with friends. From a business perspective, it is very much economical with respect to offering transport, infrastructure, facilities, equipment, etc. Also providing a healthy work environment for a better and quality operational metrics.

Scope:

- Registered a total saving of 5.5 million for an overall period of 4 months through this project
- Improved operational metrics including customer satisfaction, efficiency, Occupancy and PTL
- **Won Global Recognition Award** for the new initiative with proven positive record
- The program is now being planned across multiple regions within India on a large scale



Previous Experience

Mar'11 – Aug'11 with Sutherland Global Services (Symantec Norton Antivirus), Vizag as Technical Support Associate (Primary Phones & Chat) – US, UK & EU Support



Personal Details

Date of Birth: 9th June 1989

Languages Known: English, Hindi and Telugu

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