

Poonam John Elias
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**Operations Management / Team Management/ Customer
Service/ Operations Management with an organization of repute in Delhi NCR**

- Holding extensive background of over 13 years in Operations Management, Team Leading, Performance Improvement, Enhancing Customer Satisfaction etc.
- Team handling experience of over 5+ years.
- An Out-of-the-Box thinker with a proven track record of implementing processes & creating team work environments to enhance productivity.
- Adept in meeting & setting KPI targets and planning areas of improvement or development; keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- Proactive in assessing leakages in the process and taking measures to ensure operating margins
- Creating analytical reports to understand hygiene level and non-compliance in the process
- Exhibited skills in team supervision and incident management as well as exceptional communication abilities to cut across the organizational levels and accomplish targets
- Was part of a pilot batch project and handled 120+ employees at a given time, managed and coordinated incremental hiring of 200+ FTEs within a span of 6 months.

Core Competencies

Customer Service

- Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.
- Understand client requirements, manage expectations, and ensure client satisfaction throughout the service delivery process.

Quality Management

- Undertaking audits identifying the root causes for any SLA miss and effectively implementing corrective actions; extending support in terms of assistance in conducting internal audits; creating Audit Sheets by understanding the process with accountability of identifying the audit parameters & fatal and non-fatal parameters
- Tracking performances of the team members and suggesting/highlighting areas of improvements; maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities; enhancing awareness of the Quality Function and providing feedback to agents based on audits Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices

Team Management

- Monitoring utilization of existing resources and manpower; planning targets, monitoring numbers and achievement of overall targets on a daily, weekly & monthly basis; reviewing performances on weekly, monthly & quarterly basis
- Determining training needs of executives/CCA and delivering training programs to enhance their operational efficiency leading to increased productivity; preparing refresher training.
- Motivating & nominating employees for different workshops/programs developed by the HR/Training Team.

Attrition Management & Control

- Undertaking analysis of attrition buckets (reasons for attrition) and developing action plans to address it.
- Holding weekly meetup/war room discussions with team to gather feedback on pointers driving attrition; holding weekly meetings with advisors serving notice and looping in HR/Leadership on weekly TRC calls to discuss all above points

Portfolio Management

- Fulfilling the Client Onboarding requirements in collaboration with different stakeholders.
- During incremental hiring have been E2E accountable for all old/new/backfill hiring This includes getting the Onboarding raised on Client System, following up with Profile creation, helping agents with form filling system delivery, mapping the hardware records against agents, roaming access, GVC and handing over to Training team.
- Clear dealing with all the above along with proper Data management of the same like the status of equipment, inventory alignments, open/close cases, pending Password reset cases in alignment with client.

Client Management

Responsible for maintaining positive relationships with clients and ensuring their needs are met. Provide regular updates on service delivery and respond to client inquiries and concerns.

Organizational Experience

Currently Working with HCL Tech as Operations Manager from 19 May 2023-

- Employ the use of Agile framework and scrum for timely deal structuring and management.
- Adept at analyzing complex situations, identifying problems, and proposing effective solutions. Be able to think critically and make decisions quickly to address service-related challenges.
- Creation of JD for similar project, interviewing candidates suitable for the role.
- Billing, cost management, and financial planning to ensure that service delivery stays within budget and aligns with financial goals.
- Responsible for performance appraisals, disciplinary actions, hiring/interviewing, promotions and salary changes.
- Own & ensure that customer requirements are addressed in totality along with all the key stakeholders during multiple deal engagement phases – Cadence calls, Q&A,
- Driving SOWs preparation along with Technical & Delivery Teams and Knowledge transfer to Delivery Teams.
- Ability to think strategically about business, product, services and technical challenges, with the ability to build strong industry relationships.

Global Logic Technologies Pvt. Ltd.

Worked as Team lead Operations from 9 November 2020 Till 31st March 2023

- Create an inspiring team environment with an open communication culture.
- Delegate tasks and set deadlines & oversee day-to-day operational
- That all workings are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements. Contribute towards the achievement of company's strategic and operational objectives

- Chalk out or improve operational systems, processes and best practices that guarantee organizational wellbeing Perform quality controls and monitor production KPI .Recruit, train, supervise and appraise human resources.

- Conducting Meet & Greet sessions with new joiners and explaining the Onboarding process.
- Have been appointed as VTC (Vendor Technical Contact) for the process.
- Enrolled in Spinx role to be informed about any new changes to existing processes, hardware and resources.
- Certification in Six Sigma Green Belt.
- Attended Virtual Leadership Mastery Program

Dreamweavers Infocom Ltd

Worked as Team Lead from Sep 2019-October 2020

Rejoined EXL services on 18th July 2016 – 3 Oct 2017

- Collection Advisor.

20 March 2006 - 18 August 2010 Worked in EXL services Collection

Advisor.

- Doing collection for gas and electricity bills for British gas customers.
- Arranging installment plans and other modes of payments. •
- Handling complaints and closing them ASAP.

26 October 2003 - 05 February 2005 Worked in Wipro SpectraMind Pvt. Ltd. as Technical Support Associate

- Troubleshooting and answering U.S. based customer queries related to hardware and software in voice and support.

Education

- B.com (H) from Calcutta University in 2002.
- B.Ed. from Meerut University in 2003.

Personal Details

Date of Birth : 12th September 1980

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