Rajesh Gopalan

Manager - Customer Relations

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Summary:

I've established myself as a thought leader spearheading the Operations Services & Customer Service Support/Project Management industry with overall 17+ years of work experience.

My Certifications - :

1. ITIL Foundation
2. ITIL Intermediate - Service Operations
3. Prince2 - Foundation + Practitioner
4. LEAN Six Sigma Green Belt

Key Skills & Expertise :

Team Management

Service Desk Management

Service Delivery Management

Human Resource Activities

Talent Management

People Management

Performance Management

Staffing / Roster Management

Interview/Screening Management

ADMIN/Payroll/HRIS Tool Management

Grievances Management & Solutions

Recruitment/On-boarding/Induction/Documentation

Incident Management

NOC Operations Team Management

Pre-Sales Technical Consultant

IT Operations Management

Vendor Management

Customer Service Management

Top Skills

Customer/Client Relationship Management

Customer Service/Support Management

Project Management

Technical Support Management

Escalation Management

NOC Operations Management

Incident Management

Service Desk Management

IT Operations Management

Team Management

People Management

Grievances Management & Solutions

Client Relationships Management

Recruitment & On-Boarding

Performance Management

Escalation Management

Client Management

Project Management

Technical Support Management

Helpdesk Management

Work Experience ÷ (Recent 3)

Manager - Customer Relations

March 2020 - Present

Confidential

Ensure outstanding customer satisfaction by maintaining strong working relationships.

Guide and lead a team of Customer Success Managers to deliver products/services that meet or exceed customer requirements.

Handle client issues throughout the implementation life cycle in a timely and accurate fashion.

Manage and train resources to ensure quality and consistency of service to customers.

Schedule and conduct status meetings with appropriate development resources and customers.

Assist sales team in business acquisitions, planning, retention, and management.

Maintain complete and accurate customer correspondence data.

 Develop and update client-related reports.

Managing client relationships to build a reputation for excellent service and generate repeat business.

Create and enforce plans that will help meet the needs of customers

Build long-term relationships with clients and customers

Work quickly to address and resolve customer issues

Become familiar with the competition to stay ahead of them

Encourage good customer service practice

Service Delivery Project Manager

Futurism Technologies Inc

Team Management

Service Desk Management

Service Delivery Management

Human Resource Activities

Talent Management

People Management

Performance Management

Staffing / Roster Management

Interview/Screening Management

ADMIN/Payroll/HRIS Tool Management

Grievances Management & Solutions

Recruitment/On-boarding/Induction/Documentation

Incident Management

NOC Operations Management

Pre-Sales Technical Consultant

Technical Writing

Escalation Management

IT Operations Management

Vendor Management

Customer Service Management

Customer Relationship Management

Client Relationships Management

Project Management

Recruitment & On-Boarding

IT Asset Inventory Management

Performance Management

People Management

Escalation Management

Team Lead Manager

June2018 - May 2019

Cision - PRNewswire

CISION
PR Newswire

Team Management Service

Desk Management

Service Delivery Management

Performance Management

People Management

Escalation Management

Incident Management

NOC Operations Management

Education :

Master of Business Administration (MBA)

June 2015 - July 2017

MIBM Global (New Delhi - India)

CGPA - 7.9

Bachelor of Business Administration (BBA)

June 2010 - July 2013

MIBM Global (New Delhi - India)

Rank : Grade 'A'

Awards :

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Technology Skills

SaaS

Office 365 / JIRA / ServiceNow / Connectwise / Cisco WebEx / GoToMeeting / Zendesk / LANDesk / Confluence / Trello / DocuSign / GoogleDrive / Filesite-IManage / Who's Off / Google Apps / Sharepoint / Citrix

UCaaS

Slack / Skype / Cisco Jabber / 8X8 Virtual Office / CUCM / MS Teams / Skype for Business / Vonage / Zoom

IdM / IaM tools:

RSA SEcurID / OKTA MFA / Google Authenticator

Projects :

1. Global Service Desk (India) Team

Have successfully worked/setup and completed towards setting up Cision's Global Service Desk Team in Gurgaon (India) Office.

Processes and policies were designed to ensure Global Service Desk implements new services, programs, clients, and requirements. Efficiently meets clients/user's requirements and targets.

Ensured that Global Service Desk (India) Team is capable of consistently achieving targets.

Ensured that Service Desk should use a structured approach for identifying and resolving the root cause of poor performance or the performance metrics not consistently meeting requirements and targets. The approaches was recorded to track the effectiveness and for further usage.

2. ManageEngine ServiceDesk Plus CRM Deployment

This Project ' ManageEngine ServiceDesk Plus CRM Deployment ' ticketing tool installation/configuration was implemented was to make sure that all the 18+ MSP staffs at Futurism Technologies Inc had this ticketing tool installed & configured properly to their office laptops/desktops which allowed them manage their day-to-day client's reported issue getting documented & also to manage all reported issues tickets.

As a Service Delivery Project Manager , ensuring that project quality, schedule & milestone is clearly communicated to each team member involved in it & also collaborated with the respective IT support staff/departments to develop and implement Project Management Methodology, Process & Tools.

Also ensured that the goals and objectives of the project are understood and agreed by everyone involved in this project and they deliver their tasks on/before time as agreed.

3. 8X8 Virtual Office UCaaS Deployment

This Project ' 8X8 Virtual Office UCaaS Deployment ' agent configurations & installation was to make sure that all the 110+ employees at Cision PR Media Team had this agent installed & configured properly to their office laptops/desktops which allowed them not only to access make business phone calls across the world but also provided flexibility to make business calls even when they are WFH.

As a Team Lead Manager , ensuring that project quality, schedule & milestone is clearly communicated to each team member & also collaborated with the respective support staff/departments to develop and implement Project Management Methodology, Process & Tools.

Also ensured that the goals and objectives of the project are understood and agreed by everyone involved in this project and they deliver their tasks on/before time as agreed.

Provided leadership surrounding issue identification and resolution. Acts as point of contact for escalation of project issues and resolves project conflict & also made sure that the relevant team members/staff groups are contacting the users on their agreed time frame to get this 8X8 Virtual Office setup,installed and configured properly on their work stations respectively with no scope of error.

4. Airwatch MDM & OKTA MFA Deployment

This Project ' Airwatch MDM & OKTA MFA Deployement ' agent configuration / installation was to make sure that all the 550+ users of Elevate Services Inc. had this agent installed & configured properly to thier personal/office phone which allow them not only to access their office emails thru thier phones but also provided security of their personal office data to get wiped-Off incase of lost/stolen phones.

Okta Verify supports multi-factor authentication, and is one of the SSO options that can be used with the Okta service. A user using their mobile devices, can use Okta Verify to generate a six-digit code needed to sign into Okta when extra verification is required while logging to VPN from home ,secured website etc. The numbers are generated using the industry standard Time-Based, One-Time Password Algorithm (TOTP).