

## **CURRICULUM VITAE**

**Jaywant Kashinath Patil**

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### **OBJECTIVE:**

A challenging position in a professional organization, where I can enhance my skills and strength in conjunction with the company's goal, objectives & to Excel in every sphere of life.

### **PERSONAL SUMMARY:**

Working professional who performs and delegates all his multiple duties in a respectful and professional manner. Apart from the ability to effectively lead a team, can also motivate team members to do better, make sound decisions and work with managers and colleagues at all levels of responsibility.

### **PROFILE SUMMARY:**

- 9 years of experience in Technical support and customer service.
- Resourceful in ensuring high quality customer experience, elevating client's satisfaction, while adhering to ETA. Managing work processes and cost effective Operations.
- Meeting customer's and client's satisfaction as well as companies expectations based on Projected SLA defined by client.

AREAS OF EXPERTISE	PERSONAL SKILLS
<ul style="list-style-type: none"> <li>• Supervising staff</li> <li>• Managing Processes</li> <li>• Conflict Management</li> <li>• Employee engagement &amp; Motivation</li> <li>• Decision Making</li> <li>• Delegating work</li> </ul>	<ul style="list-style-type: none"> <li>• Passionate</li> <li>• Forward thinking</li> <li>• Focused Hard working</li> </ul>

### KEY SKILLS AND COMPETENCIES

- Prioritizing important tasks and ensuring they get done first and get done properly.
- Proficient with MS Office and various other forms of work related technology.
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- Improving product quality, customer communications and employee cooperation.
- Able to work in a busy, fast moving and target driven production environment.
- Committed to promoting fair equal opportunities in the workplace at all levels.
- Always willing to step in and help out work colleagues who are struggling.
- Willing to challenge current methods of work and then identify, recommend and implement practical improvements.

### TECHNICAL SKILLS:

#### Operating System:

Windows (Server and Client), Mac OSX.

#### Windows:

- Troubleshooting knowledge of Security, Backup products on Windows OS.

#### Mac:

- Hands on experience on Mac OSX and its features.
- Installation and uninstallation of Mac Applications.

### ORGANIZATIONAL WORK EXPERIENCE:

- Currently working with Sitel Group, Andheri from 7<sup>th</sup> October 2019 to 15<sup>th</sup> June 2022.
- Worked with **Sutherland Global services** in Mumbai and handling a team from 7<sup>th</sup> March 2013 Till 9<sup>th</sup> August.
- Worked in **Wipro BPO Ltd** as Subject Mater Expert from 9<sup>th</sup> June 2009 To 5<sup>th</sup> March 2012
- Worked in **Stream International** from 19<sup>th</sup> Sept 2007 to 7<sup>th</sup> June 2009

### **JOB ROLE AT Sitel Group:**

- Working as Sr. Business Analytics, handling 3 accounts for Automotive Intelligence (CallMiner)
- Work as an independent yet integral member of a team to develop innovative and creative Automotive Intelligence solutions for quality oriented organizations.
- Plan and execute complex and challenging technical / quality oriented projects
- Support the project team with stunning data visualization for client presentations
- Create Project Planner and sending out regular updates after taking follow up
- Create and maintain technical documentation including user manuals and guides

### **JOB ROLE AT SUTHERLAND:**

- Being a Team Manager, my job is to maintain integrity and process hygiene, along with providing administrative & Technical support to Employees on Windows, Mac OSX, Android and iOS platforms.
- Successfully handled 11 nesting batches for chat LOB and one for Voice LOB.
- My major role is to check / monitor the queue (voice / chat) on regular basis and make sure abandon rates are low in both the queues.
- Identifying the outliers / average consultants in terms of production / quality and try to find out the short fall and work with them paying special attention and help them providing best results.
- Attending client calls on regular basis to clarify / escalating emerging issues / spikes for better resolution
- Responsible to generate NBA / Retention / CPA / Survey and cascade it to floor
- Monitoring and mentoring performance, promoting growths, motivating team members to deliver best in class support and services through Remote tool.
- Grooming juniors and helping them with necessary product trainings.

- Responsible for managing, coordinating, motivating and evaluating team members for achieving set standards.
- Responsible for managing company's core values, ethics, integrity and hygiene metrics.
- Active member of Update Management Portal (UMP) / Customer Service Point of Contact Team (CSPOC) for various escalations to L3 Team in Symantec.
- Responsible for driving Automatic Renewal Enrollment Pilot above 60 %, which is now part of Service Delivery
- Responsible for driving escalations to Engineering Team for improvement and stability of product.

#### **JOB ROLE AT WIPRO:**

- Initially, selected as Associate, looking at the performance, was promoted as Subject Matter Expert within one year

#### **JOB ROLE AT STREAM INTERNATIONAL:**

- As consultant, but since the process was moved to Bhayender (Western Mumbai), due to travelling, had to join Wipro Ltd,

#### **ACADEMIC QUALIFICATION:**

Completed 10 + 2 with MCVC, Subhedar Wada High School, Kalyan in Electronics faculty

#### **LANGUAGES KNOWN:**

- English
- Hindi
- Marathi

### **AWARD & RECOGNITION:**

- Recognized for best Team Manager for last 6 months.
- Was promoted as a “senior consultant & then as Team Manager” in Sutherland for excellent performance over the years.
- Received recognition for attendance, performance and appreciations from client.
- Certified in Platinum coach & Six Sigma training.
- Received Platinum award on “**Leadership**”
- Successfully handled AR enrollment pilot project for Airoli Site.
- Recognized as best Team Manager over the period of Jan’17 to Jun’17.
- Received top performer award Q3 FY’17.
- Recognized as best Team Manager for October 2017.
- Recognized as best Team Manager for AMJ 2018.
- Recognized as best Team Manager for April 2018.
- Recognized as best Team Manager for June 2018.

### **PERSONAL DETAILS:**

Father’s Name:

Date of Birth:

Nationality:

Marital Status:

*I hereby declare that the above information is true and correct as per my knowledge.*

**DATE:.....**

**SIGNATURE:.....**