

KARTHIK. S

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Process Operations Management Professional

Offering 14 years of career success in managing process operations across IT banking, mortgages & Loans within BPO & ITES seeking leadership role across process operations management within any industry segment

PROFILE

- ✓ An experienced IT back end process operations management expert with strong skills in Process Management, Continuous Improvement, Client Servicing, Reporting & Communication, team leadership.
- ✓ Adroit in implementing Service Strategies according to the set targets and actively involved in controlling service deliverable as per given SLAs & TAT.
- ✓ Well versed in maintaining highest level of quality in operations and ensuring that the executives adhere to all the quality parameters and procedures as per the stringent norms.
- ✓ Proficient in developing and streamlining systems to enhance operational effectiveness.
- ✓ Ensuring that process surpasses achievement of delivery and service quality norms for all valuable clients.
- ✓ Motivated and goal driven team leader with strong work ethics, continuously striving for improvement coupled with excellent Administrative aptitude and the commitment to offer quality work.

EXPERIENCE DETAILS

Tata Consultancy Service, Chennai
Business Process Lead

Jun'12-Till Date

Current Process: Change Management (SCB)

Description: BMC Remedy Change Management provides a system of planning, scheduling, implementing, and tracking changes that need to be completed within your organization for Finance and risk. BMC Remedy Change Management is closely aligned with standard ITIL service management processes. Handling team size of 5 members, Daily work allocation to all associate and Maintaining Daily JIRA report.

Responsibilities:

- ✓ Manages and coordinates all activities in raising drafted and submitted change request guides for approval.
- ✓ Support and track medium and high risk project, providing business impacts, change impact and risk/gap analysis, ensuring all changes are properly planned and well tested.
- ✓ Effectively manage new or upgraded IT projects, ensuring impact, root cause, and risk analysis is complete and accurate.
- ✓ Chairs the Change Advisory Board (CAB) and Emergency Change Advisory Board (ECAB) meetings.
- ✓ Ensures that all preparations have been made for a CAB meeting, including creating of agenda, circulation of change requests to be considered, and inviting of participants.
- ✓ Conduct Service CAB meetings and approve all risk changes during the meeting.
- ✓ Obtains authorization for submitted change requests from the Change Authority.
- ✓ Utilizes the Change Management reporting system to monitor and track changes.
- ✓ Negotiates end-user down time for change implementation.
- ✓ Creates consolidated change schedule and resolves any scheduling conflicts.
- ✓ Ensures that changes are communicated in a timely and adequate manner.
- ✓ Create and distribute Change Management reports.
- ✓ Reviews all implemented changes to ensure that they have been carried out.
- ✓ Closes change requests.
- ✓ Produce management reports.
- ✓ Ensure change status, progress and issues are communicated to the appropriate groups.
- ✓ Report Change management activities to upper management.
- ✓ Responsible for education of the change management process.

PMO (NSM -US) (Till Aug'15)

Profile Snapshot: Responsible for providing adequate support to the Delivery Manager and Project Manager throughout the project lifecycle. This is to ensure the smooth running of the end-to-end programme by working across progress reporting, resource management (on boarding) and general support including the maintenance of document repositories, archiving and the preparation of meetings and workshops.

Responsibilities:

- ✓ Prepare Billing, Revenue Calculation, won allocation, Head Count Report.
- ✓ Support project managers on registration of risks, issues and dependencies arising from the project and record a mitigation plan to evade or control associated risks
- ✓ Prepare, draft and distribute meeting materials for progress meeting/workshops.
- ✓ Support in resource management including resource planning and resource on boarding.
- ✓ Preparing Monthly and Weekly PPTs for client which is used to demonstrate about the product.
- ✓ Doing project using Excel macro's for process improvements.
- ✓ Maintaining daily MIS Report, Daily Work allocation, Pipeline Report, prepare Utilization report and maintaining the error tracker report.

IBM, Chennai

Senior Practitioner (CRM Operations)

Oct'08-Jun'12

Profile Snapshot: Managed inbound process for leading MNC bank & planned staffing schedule to ensure adequate staffing levels. Handled inbound queries of the customer related to their savings account and provided the FCR and escalated the issues to client on process failures and worked closely with the escalated issues and fixed the process to avoid escalations to RBI/potential escalations. Handles training for the assistant customer service representatives. Facilitates learning and development among the junior customer representatives.

Vinsolutions, Chennai

Customer Coordinator (US Export)

Dec'07-Sep'08

Profile Snapshot: Do bookings with various shipping company. Preparing Invoice, Packing list, maintaining the Supplier and Buyer Payment details in excel sheet. Filing of AES(Automated Export System- US) and CCIC (CHINA CERTIFICATION AND INSPECTION GROUP Co., Ltd- China)

Aircel Limited, Coimbatore

Senior Executive Officer (Operations)

Jul'05-Nov'07

Profile Snapshot: Handling prepaid inbound customer calls and maintain CRM reports. Handling exceptional service calls, maintaining Daily/Weekly Report and sending EOD report to the Supervisor. Develop strategies in improving customer care functions. Facilitates learning and development among the junior customer representatives.

TECHNICAL SKILLS

- ✓ Six Sigma Green belt certificated at TUV SVD South Asia Pvt. Ltd.
- ✓ Microsoft Office (Good in MS Excel) – Macros, Pivot Table, V look up, H lookup
- ✓ Diploma in system Administration (A+, CCNA), PGDCA
- ✓ ITIL V4 foundation certified at PeopleCert
- ✓ Linux commands

ACADEMIA

BCS (Commerce) Bharathiar University, G.R. Damodaran College of Art and Science, Coimbatore 2003

PERSONAL DETAILS

Date of Birth: 4th January, 1982

Language Proficiency: English, Telugu, Tamil

References: Available on request