**Naveen Sunder B**

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# Professional Summary

* 11+ Years of total work experience in IT/ITES Technical and customer support Industry which includes 9+ years in leadership Manager Role, currently working with Wipro Limited as Delivery Manager – Operations.
* Experienced Program manager with demonstrated skills in Operations, quality management, Client servicing, People management, Project management, Performance evaluation, and Vendor management, Billing, Sales and Customer Service.
* Demonstrated organizational & administrative skills, positive attitude & problem solving capabilities, ability to handle teams & interact with people at various levels, strong statistical analysis skills

##  Work Experience

 ***Delivery Manager – Wipro Technologies – Google Ad Words Accounts*** *Nov 2018 – Apr 2020*

* Leading Google AdWords Line of Business comprising of 600 reviewers including 50 QA’s, 30 TL’s, 8 AM’s and 2 Deputy Managers.
* Primarily led the review process for two segments:

○ Payment fraud, unacceptable businesses and bad debt Ad Words accounts.

○ Ads Content and personalized ads review process for Phone & Email platforms.

* Scaled the Wipro team in Billable standpoint from 220 resources to 550 resources through increased customer satisfaction in 1 Year.
* Successfully completed two Green Belt projects in 2 different workflows increasing the quality scores of the team from 84 to 98%.
* Identified and implemented around 6 process level initiatives (E- Learning, Interim review model, Project Audit Reaper & Bumblebee) with an overall efficiency gain of 30% saving 50HC.
* Responsible for Client & People Management, Performance & Project Management including all HR related issues, as well as staff development.
* Managing 8 workflows, Responsible for Hiring, Attrition Management, Identifying process gaps and handling client escalations.
* Ensuring 100% compliance to defined Operations Management Support Process especially RCA’s, SLA+ Initiatives.
* Responsible to complete performance and competencies reviews evaluation for entire support staff team.

 ***Assistant Manager - Smart Drive Systems – Waymo*** *April 2017-Nov 2018*

* Leading a product review team of 110 analysts including 6 team leads and 2 Assistant managers.
* Responsible for Client & People Management, Performance & Project Management including all HR issues, as well as staff development.
* Developed App based customer Feedback capturing module for AI assisted self-driving cars in Smart drive as Business Orientation project.
* Identified process gaps and Driven 2 Greenbelt projects increasing CSAT from 90 to 95% and review quality from 92 to 98%
* Responsible to complete performance and competencies reviews evaluation for entire operations team.
* Manage workflow, handle escalations, proactively engage resources to address issues and effectively delegate workload across the leadership.

 ***Operations Manager - Google India Pvt Ltd (Temp)*** *Feb 2016-Mar 2017*

* Leading Ad Words GTECH Frontline Team of over 120 Associates including 5 Team Managers.
* Did Project in identifying the primary gap of Low Response rate in Google by deep diving into the root cause and developed compliance checks in QA Framework thereby improving the response rate from 22 to 50% and CSAT to 98% for Ad Words Customers.
* Driven and consistently achieved all business metrics including SLA’s, CSAT, Utilization, TRT, Consult Rate etc. with the team.
* Coordinate all vendor management tasks inclusive of working with external vendors and internal employees.
* Ensuring to track, measure, report and evaluate vendor performance, was been an on-site point of contact to answer regular product, workflow, and developing strategies to address them @ scale.

 ***Team Manager - Concentrix Pvt Ltd – Apple Inc.*** *July 2014-Jan 2016*

* Leading an Aggressive frontline team of 61 Associates.
* Launched a 2-member team as a review pipeline for identification of fake devices and payment profiles.
* Scaled the team from Billable standpoint from 2 resources to 61 resources through increased customer satisfaction.
* Manage workflow, handling escalations, Contributed for the initial hiring and selection of frontline associates.
* Suggested changes to AI filter models of Apple Inc. to filter the IMEI and proof of payment verification models thereby saving 50% HC utilized for manual reviews.
* Maintained Quality of the Process and customer satisfaction as per client’s requirements.

 ***Unit Manager - Quality - Pinkerton India*** *Dec 2010-June 2014*

* Lead a team of 11 QA’s.
* Performed Quality Audit for the reports of different departments like Pre-Employment Screening, Business Intelligence and IPR as per the client’s requirement.
* Conducting Internal & External calibration sessions.
* Responsible for the data management used by internal resources to capture, review and report all incoming and outgoing queries and solutions
* Maintained Quality of the Process and customer satisfaction as per client’s requirements.

 ***Team Lead - Sales – Lebara Mobile U.K*** *Feb 2009-Sep 2010*

* Worked as a Sales Lead and primarily responsible for driving Sales Targets and Achievement in North and South London.
* Responsible for Event Management, Sale Promotions and Merchandising.

 **Technical Skills**

Six Sigma Green Belt Certified | ITIL Certified | SQL | People Management |Performance Management |Project Management

##  Achievements in Technical/Business Activities

* Introduced interim review model in Wipro to stabilize quality performance which helped team in initiating new pilot batches from the identified analysis inputs there by increasing the HC by 60 %( From 247 HC to 400 HC)
* Did Project in identifying the primary gap of Low Response rate in Google by deep diving into the root cause and developed compliance checks in QA Framework thereby improving the response rate from 22 to 50% and CSAT to 98% for AdWords Customers.
* Developed App based customer Feedback capturing module for AI assisted self-driving cars in Smart drive as Business Orientation project.
* Suggested changes to payment verification models and AI filter models to filter the IMEI thereby saving 50% HC utilized for manual reviews.
* Rewarded as Best People Manager and Best Innovative mind in smart drive (2017) and concentrix(2015)

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##  Domain Expertise

* Project Management, Client Servicing, People Management, SQL Engine & CI
* Revenue Optimization, Product management & Analysis
* Team Building & Leadership, Process Improvement techniques
* Quality Operations,& Quality Assurance, SEO-Ad Words Optimization

#  EDUCATION

* Completed MS in computer systems engineering from University of East London (2009-10)
* Completed Btech in Computer science engineering from Kakatiya institute of Technology & science (2004-08)

 **Strengths:** Team Player, Analytical, Positive Attitude, Logical Thinking.