

Satheesh Kumar

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CONTACT CENTER CONSULTANT

Account Development & Management / Project Management / Communications & Stakeholder Engagement / Strategy / Transactions / Operations / Problem Solving / Relationship Building

Innovative professional with 11+ years of experience; a proven track record for transforming process management performance, leading multi-cultural project teams, evaluating and converting break-even projects into profitable ones, generating new business by delivering cost-saving solutions and maximizing business effectiveness for major clients both nationally and internationally, across various domains, viz. Finance, Services, Stocks, Commodities, Medical, etc.

Proactive leader with refined business acumen and exemplary people skills. Facilitate a team approach to achieve organizational objectives, increase productivity and enhance employee morale. Quick study, with an ability to easily grasp and put into application new ideas, concepts, methods and technologies. Dedicated and self-motivated team player/ builder.

Exceptional leadership, organizational, oral /written communication, interpersonal, analytical, and problem resolution skills. Thrive in both independent and collaborative work environments. Proficient in the use of various computer programs and applications.

KEY ACHIEVEMENTS

- Spearheaded a £275,000 Turnover project.
- Negotiated a 5 year contract by applying a fusion of Business and Emotional Intelligence approach during change management.
- Restructured reporting and introduced processes creating a unified reporting structure enabling clients to easily identify competitors, brands with highest sales and drivers behind Market share gains.
- Previously was a Senior Business Analyst during change management/migrations process of a call center from the UK to India with a staff of 100 members.

PROFESSIONAL DETAILS

PMSI Consulting Ltd, Qatar

Business Process/ Accounts Manager

2008 - Present

Recruited to stream-line business processes, pioneer change/improvement, effective planning and quality control on multiple projects across UK/ Europe. Management of web-based service/ portal for international clients, 25 international country managers and 4 internal business analysts. Introduced customer experience optimization at PMSI to ensure independent & satisfaction surveys were always of the highest standard.

Key Accomplishments

- Inherited project that was in jeopardy of being lost due to not being delivered within SLA (service level agreement) and lacking the functionalities to conduct detailed analysis. Through a series of actions the team delivered great results by implementing change and delivery within time frame and met with customer approval.
- Reduced staff turnover by 25% by gaining trust & respect from employees through the demonstration of an optimistic attitude, establishing open communication and resolving problems immediately.

- Led the research team during global market analysis & pricing strategy for a major client in 10 countries. Project completed in 4 weeks and instantaneous profits and revenue enhancements were achieved.
- Saved time and money by implementing a management tool (VB script) to eliminate the need to manually correct errors made on progress reports which reduced tasks by 40%.
- Managed all aspects of project/ account management, interfacing with stakeholders, directors and IT/ Business analysts to harmonize methodologies and driving forward tools for automation which improved efficiency by 35%.
- Raised company portfolio by managing day-to-day operational aspects of delivering and meeting deadlines, identifying resources needed and assigning responsibilities/initiate project with target setting and appraisal which improved efficiency.
- Key player of compliance and client standards and procedures by ensuring the project road map is clearly communicated and understood and all project documents are up to date
- Introduced the idea to develop a standard database structure for each data source that was utilized which enabled the development of "True SATs" which in turn reduced the time taken to analyze data, increased the speed of client delivery and helped in business development/growth.

Carphone Warehouse, Kuwait

Senior Business Analyst (Compliance/ Customer Service) 2004 - 2008

Successful Change Management/ Migrations from Call Center in Bahrain to India. Project Team Leader to Staff of 100.

Key Accomplishments

- Created levels of excellence during the call center migrations project in India (Bengaluru and Mumbai) which ensured that change and processes were effected accurately and which contributed towards a successful project.
- Successfully delivered change and managed the OFCOM project team of 15 people which prevented further litigation against the organization and created a detailed plan to resolve conflicts.
- Raised departmental profile by directing investigations into major customer complaints Database, using problem-solving techniques to establish root cause. Recommended and implemented process improvements which in turn reduced customer complaints by an overall 42%.
- Created and implemented procedures/documents that increased efficiency within the QA and compliance team, accelerated customer satisfaction and reduced error rate.
- Convinced Senior Management to introduce incentives during monthly spikes and resources crunch which improved overall team morale.
- Exceeded aggressive quality/compliance team goals by deploying strategies during process refining and measuring of performance to improve quality, client relations and install FSA guidelines.

Onetel (London Call Centre)

Management Information Analyst 2002 - 2004

Significantly Improved Customer service and Quality levels within the Contact Center.

Key Accomplishments

- Created and implemented methods to improve caller wait and response times which increased first call resolution by 42%, recorded as the best improvement since the opening of the call center.
- Convinced management to sponsor career training and development which improved overall team morale and levels of productivity.
- Communicated activities to customer service team managers which improved SLAs, organized the resources needed to achieve them and made sure the relevant skills were available in the Second Line Support teams.
- Maintained and monitored the company absence management system which in turn improved overall productivity.

Daily Telegraph, Kent, UK

Customer Service/Sales Agent 2001 - 2002

Key Accomplishments

- Recipient of the Outstanding Customer Service award for outbound customer services on 6 consecutive occasions.
- Generated largest weekly sales in the department history.
- Generated new business in the call center, prepared quotations for business and private clients and sold subscriptions for the newspaper.

OTHER WORK

- Co- Director of Hope Foundation, Charity Organization in South Africa (2010 – present). Passionate about making a difference globally. Instrumental in design and implementation of goals/objectives to support our mission statement. Enjoy networking with donors/sponsor to help raise significant funds and driving forward such projects
- MultiChoice, (Customer Service/Client liaison) South Africa (1998 – 2001).

EDUCATION

- National Diploma in Accounting/Statistics, Durban University/ Technikon, South Africa, 93 – 98
- Metric Exemption (Equivalent to A Levels), South Africa, 1992

CERTIFICATIONS

- Strategic Planning and Implementation (RDP Ltd)
- Prince 2 – (March 2010)
- Executive Leadership & Management Certificate (RDP Ltd)
- CIW Certificate in Web Design (One Tech College – (2004)
- Member of APM International – pm4success

COMPUTER SKILLS

- Knowledge and experience of IT strategy, Management Information Systems and systems integration.
- MS office: MS Word used to write reports and detailed documentation. MS Excel used to create and analyze complex spread sheets and draw meaningful conclusions from the data. MS Project, Visio, Access and MS PowerPoint to create powerful presentations and proposals and other documents
- Strong Email and Internet skills to communicate and source information, bespoke package (MAS/Click).

PERSONAL

- Languages: English and Afrikaans (Fluent), Dutch (Intermediate), Arabic (basic).
- Certified First Aider.

HOBBIES AND INTERESTS

- Love going to the theatre to experience live performances.
- Passionate participant and supporter of humanitarian projects.
- Enjoy International travel to experience and better understand diverse cultures.

REFERENCES

Supplied on request.

I hereby attest to the correctness of the above personal & professional details.

Satheesh Kumar