

Senior Manager IT Operations & Service Delivery Resume Sample

Name & Personal Details of clients are not included for Anonymity www.timesresumes.com

Address: xyz, Manila, Philippines 1110 Phone: +63 - 9999999999 Email: xyz123@gmail.com

- ❖ **Accomplishments driven Operations Manager** with over 10 years rich experience and expertise in operations and service delivery. Employed at present with xyz company Philippines Services and provide Key Industry Verticals, such as Banking, Financial Services, Technical Support, Logistics and Insurance.
- ❖ **Managed and delivered** multiple Microsoft Projects on time, strictly adhering to quality and Service level agreements, as Senior Team Manager / Team Manager with Convergys.
- ❖ **Seeking** a Challenging position as **Senior Operations Manager / Service Delivery Manager**, preferably in a new business initiative or migration, within the BPO industry. Willing to relocate globally.

KEY COMPETENCIES AND SKILLS

- ❖ **Outstanding experience** in program deployment, operations & project management, strategic planning, people management, change management, quality improvement, coordination and leadership.
- ❖ **Detail-minded** with good eye for balance and organization.
- ❖ **Successful** in reorganizing, streamlining and strengthening existing operations, identifying inefficient processes and implementing reliable and cost-effective solutions to improve quality and ensure on-time delivery as per SLA's as well as enhance department efficiencies amidst fast-paced working environments.
- ❖ **Implemented higher performance standards** through organizational operations management, time management, performance management, conflict management, facilities and office administration.
- ❖ **Displayed excellent business acumen** by independently monetizing business opportunities.
- ❖ **Initiate** cost containment processes, provide hands-on training and motivate personnel in building strong teams, and lead staff toward maximum potential resulting in employee satisfaction, high morale and loyalty.
- ❖ **Employ** strong leadership techniques to generate accomplishment-driven workplace environment.
- ❖ **Excel** as a coach to develop right people management skills and achieve employee retention.
- ❖ **Well developed** oral and written business communication skills. Good listener and motivator with exceptional interpersonal skills. Skilled and creative in resolving problems.
- ❖ **Proficient in CRM Tools:** CAP, CCF, ASD, MSSOLVE, CLARIFY.
- ❖ **Computer Skills:** OS (Windows XP/Vista/7/8/8.1), MS-Office & Cloud products (Office 365, Outlook.Com).
- ❖ **Languages:** Proficient in English & Hindi.

AWARDS AND HONORS RECEIVED

- 🏆 "Best Operations Manager in Sales" (monthly): 6 times in 2013 & 2014.
- 🏆 "Best Operations manager" (1st Quarter) in 2014.
- 🏆 "Best Operations Manager" (monthly): twice in 2013 and thrice in 2014
- 🏆 "Best Senior Team Leader" (monthly) 4 times in 2008, twice in 2009, 8 times in 2010 and twice in 2012
- 🏆 "Best Team Leader" (monthly) 4 times in 2008, twice in 2009 and 8 times in 2010.
- 🏆 "Best Team Leader" (Quarterly) 3 times in 2010.

KEY ACHEIVEMENTS

- 🏆 **Successfully** piloted the "Microsoft Live@edu support" with 18 engineers supporting over 7.1 million customers.
- 🏆 **Effectively Managed** 300+ FTEs, successfully delivering a high level of performance with all green KPIs.
- 🏆 **Instrumental** in turnaround of CSAT scores from red to green, for the flagship product of Microsoft, within 2 months.
- 🏆 **Piloted & transitioned** the Microsoft Office 365 support business successfully.
- 🏆 **Recruited & Trained** 235 agents, 18 Team Leaders & 1 Senior Team Leader during the period from 2008 to 2014.
- 🏆 **Launched a new process** within the Answer Desk chat support & raised the scores from red to green within 3 weeks.

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER – xyz company, Philippines Services (Manila, Philippines) 2012 to present

- ❖ **Promoted** from **Senior Team Leader** to Operations Manager.
- ❖ **Lead and manage** the functions of 3 Senior Team Leaders, 19 Team Leaders & a total of 320 FTEs successfully with a very high rate of retention & net throughput.
- ❖ **Report** to the Operations Director.
- ❖ **Ensure** service delivery on time as per the quality and Service Level Agreements (SLA).

Achievements:

- ❖ **Recommended** cost effective strategies for existing & future business.
- ❖ **Streamlined** the hiring & interview process, thereby controlled attrition & improved employee retention.
- ❖ **Delivered** a high level of performance with all the MTMs (Metrics That Matter) in green for 1.5 years.
- ❖ **Successfully** launched a new project (Online Services) within Microsoft Answer Desk Online.
- ❖ **Achieved** all financial targets consecutively for over 19 months in terms of Actual GP% Vs. Forecasted GP%.

SENIOR TEAM LEADER – xyz company, India Services (Pune, India) 2010 to 2012

- ❖ **Led and directed the functions of** a team of 18 engineers and 3 Tech Leads working for the Microsoft flagship cloud computing project, "Live@edu".
- ❖ **Acted as the single point of contact** with the clients in absence of the Operations Manager.

Achievements:

- ❖ **Instrumental** in the successful turn - around of the project from red to green from the very first month of my assignment (it was red since the last 7 months).
- ❖ **Played a key role** in the delivery of stellar results that led in acquiring the Office 365 business, by the company.

TEAM LEADER – xyz company, India Services (Pune, India) 2007 to 2010

- ❖ **Led and directed** a team of 28 FTEs and delivered green performance constantly for 11 months.
- ❖ **Instrumental** in hiring more than 80% batches for the Microsoft Program.
- ❖ **Promoted** 4 agents to supervisory positions as a part of "Convergys Career Path".
- ❖ **Successfully** launched the "Windows XP SP3" product.

EDUCATION

- ❖ **B Com** - ABC University (Kanpur, India) - 2004

WORKSHOPS, TRAININGS & CERTIFICATIONS

- ❖ "xyz Leaders as Coaches" by xyz Philippines - 2014
- ❖ "Success through people" by xyz Pune - 2010
- ❖ Team Leader Development Program by xyz Pune - 2008
- ❖ Six Sigma White Belt, Yellow Belt & Green Belt (2009 & 2010)

PERSONAL DETAILS

Gender : Male Passport (Indian) : Z-2438348 (Expiry 08/10/22)
Nationality : Indian Visa : 47(9)(2) - Philippines

REFERENCES - Available upon request.