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**Guided Great
People Manager™
Certification**

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Business Leader | Program Management Professional | Leadership | Strategy | P&L | Account Management - Operations / Training & Quality Design & Delivery | Outsourcing

Executive Digest

Forward-thinking Program cum Project Management, Global Change Governance/Management, Digital Innovation /Transformation, Business Consulting, Automation / RPA, Vendor management executive with a passion for making companies the best they can be. A prudent Professional with over two decades of incisive operational experience in Integrated Business Process Outsourcing & IT enabled service industries overseeing staff, budgets & daily operations of large & small businesses. Having had experience to mentor small & large-scale work force across domains cutting across various verticals viz. Telecom [International & Domestic Giants], e-Commerce, Technical Support, Customer Service. Extremely detail-oriented & knowledgeable of the analytics necessary to evaluate a process performance, as well as the means to apply those analytics to drive the processes forward & maximize profit. Committed to innovation in the field of business operations and endlessly curious to find new and better ways to improve a business's day-to-day functions and to meet its periodic goals.

Entrepreneurial & self-driven Business Leader with expertise in founding numerous companies in domestic and international marketplaces. Facilitator and builder of world-class service, support & technology management and product cum process development teams, with specialty in both start-up & scaled growth stages. Proven networking skills, building fruitful partnerships with hundreds of clients and delivering multimillion-dollar top-line & sustained bottom-line growth.

Seasoned Lean Six Sigma - COPC practitioner & presently spearheading efforts to accomplish the corporate objectives of **M/s. Startek- An IT Service Management Company** as a **Vice President & Country Head WFM & Planning for India, Sri Lanka, South Africa & Australia, Business Leader for Sri Lanka** – Operations, Training & Quality managing their Telecom, BFSI, eCommerce, Hospitality, Insurance & Service cum Support portfolios catering to various customer segment categories. Previously was associated with **M/s. Teleperformance Pvt. Ltd.– Senior Director Operations** managing their e-Commerce [Collections & Seller Relationship Management], Customer Service Management, Product Sales & After Sales Service & Support, BFSI - Collections, Insurance & Sales portfolios spanning across PAN India.

- Expertise in Consulting/Execution of large programs/projects, along with handling large teams with exposure across best in class in Technology, BFSI, F&A, FMCG/E-Commerce, Telecom, Strategy and Healthcare domains with resources spanning 50 FTEs to 2500 plus FTEs and budget/revenue ranging from \$0.5 M to \$60 M.
- Working with C level executives for strategic project and/or identify Projects of strategic nature and finalizing objectives and KRAs for each project with an added advantage of vendor management.
- Handled a team of highly motivated ~ 1.6 K plus cross-country resources consists of innovation leads, IT leads, PMs/Sr PMs, PMOs & Change Managers and responsible for India, Sri Lanka, Malaysia, USA regions for activities in digital innovation & vendor management.
- Key areas which were successfully handled are Global in-house (GICs) set-up, shared services set-up for Finance Transformation Practices (FTPs), HR Shared Services set-up/HR Transformation, Global/local process set-up, application development & implementation, Data center set-up.
- **Project/Solutions Portfolio:**
 - BFSI including core accounting/Finance projects – 20 + end to end implementations.
 - Information Technology/IT Operations/ERP/SAP/HANA – 12 + Projects.
 - HealthCare - 3 plus projects.
 - Telecom/retail – 20 + Projects.
 - E-Commerce/FMCG – 10 + Projects.
 - HR Shared Services Set-up/ HR Transformation – 3 + Project.

LINGUISTIC ABILITIES: Tamil, Telugu, Kannada, Malayalam, English, Hindi, Marathi & few other local languages

Graduation: Bachelor's in Computer Applications

Pursuing: MBA, PMP & Master Black Belt Six Sigma

Marital Status: Married

Career Scan:

Hands-on expertise with versatile experience in Program Managing Customer Life-cycle Management / Customer Service Experience Management / Technical Support & Service Desks [Voice/Non-Voice/Back-office & Remote Assistance], being a part of IT & ITES space for the below organizations:

- + Vice President & Country Head WFM & Planning for India, Sri Lanka, South Africa & Australia, Business Leader for Sri Lanka - Operations, Training & Quality - Jul '21 Till Date
- + Senior Director Client Operations - M/s. Teleperformance Global Services, PAN India - Aug '17 to Jul '21
- + General Manager / Site Leader - M/s. Vertex Customer Management Private Ltd, Kochi - Oct '14 to Jun '17
- + Asst. General Manager Operations - M/s. Aditya Birla Minacs, Aurangabad - Sep '12 to Oct '14
- + Sr. Manager Operations - M/s. FirstSource Solutions Pvt. Ltd., Mumbai - Aug '07 to Jul '12
- + Manager Operations - M/s. HCL Technologies Ltd & BPO Services, Chennai & Noida - Jun '05 to Aug '07
- + Sr. Training & Quality Lead - M/s. Slash Support India Pvt. Ltd. [A CSS Corp Company], Chennai - Jan '02 - Jun '05
- + SME & Sales Specialist - M/s. 24/7 Customer Services Pvt. Ltd., Bangalore - Sep '97 - Oct '01

Business Skills

- Strategic architect in leading the team in defining program strategies, developing goals, risk assessments, assigning project tasks, efficient tracking of projects, rigorous follow-ups and ensuring the team meets all goals.
- Detail-oriented, possess proven abilities to manage project planning, crisis management and implementation under tight delivery deadlines & capable of working in challenging environment.
- Effective speaker and writer, practiced at public presentations and interpersonal communications.
- Strong leader, experienced at managing a team and pushing them to meet company goals.
- Expert at budgetary analysis and implementation of budgetary guidelines.
- Skilled problem solver, experienced at trouble-shooting all aspects of business management.
- Innovative thinker, always searching for new and improved methodologies to improve business operations.
- Driving end-to-end program management / account(s) management activities encompassing P & L, budgeting, delivery, business development, quality assurance and vendor management. Implementing project plans within pre-set budgets.
- Project planning, effort, design, scope, estimation, resource coordination and delivery, as per specified timeframes. Monitoring project progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost and effort parameters.
- Creating, ramping up and building strong technical teams. Handling resource allocation & optimization, performance management and skill building of work force.
- Transition - Product & Process transitions → Both In-house & also been a part of client end delivery centers to transit new process or work on process up-gradation as a key member providing inputs complying to COE framework [Center Of Excellence] → Identify scope areas, establish opportunity areas & thereby enhancing the existing scope of business both monetarily & building a platform to enact as a value adding partner.
- Adhering to all standards as specified by the organization / client. Implementing localization or globalization of software. Supporting, maintaining, and documenting software functionality.
- Been through various BPO standard audits & certifications viz. ISO 9001 & 27K, COPC & ISMS frameworks & a certified auditing professional.
- A certified Bullet Proof Manager Professional - Renowned accrediting practices & processes followed by global leaders.
- A Certified IITL professional & practicing PMP from People Cert.
- A Certified Great Manager's Institute Professional - GMI Certified
- Practiced Master Black Belt in Lean Six Sigma - Have taken up various cost optimization & performance cum efficiency enhancement projects to improve CX & build referenceable operating models for improvement.
- Accountable for Training and Quality as a function. Supporting the end customers by redefining existing customer journeys and infusing technology in day-to-day operations. Cross functional projects to enhance the customer experience & operational efficiency. Thought leadership enabling grass root innovation touching various aspects of Operations, Training & Quality. Deployment of cutting-edge training tools to engage the New Gen technologies to enhance CX.
- Undertaken multiple gamification training processes to involve participation & improve on employee learning curve to meet business goals.

**Business &
Technical Skillsets**

Expertise	Global Innovation, Program cum Project Management, Change Governance, Strategy/Accounts/Service Delivery, Automation/RPA, Transition/Transformation, Vendor management & Risk Management
	Product Strategy/architecture & Solution Designing/Bid Management, Creation of RFP/RFQ, Pre-sales & Contract Management
	Risk assessment/Management, Business solutions, Service Delivery, Cost control/optimization & COEs, Shared Services/GICs set-up
	Innovation/Digital Strategy, Design Thinking, Agile Framework, Automation & implementation
Sectors	• IT & ITES Services • ITAS • BPO • Analytics • RPA • Technical Support
Business Domains	BFSI, Healthcare, Telecom, Technology/IT Operations, HR Shared Services, Retail/ FMCG e-commerce, &ITAS
Application Software	Telecom (Avaya / Nortel / CMS), IEX, State of Art Dialers'
SW Programming	Basic, C++, VB, Java, & Assembly Language Programming
OS	Windows 95 – 2000, Windows XP, Windows Vista & Mac
Technical Certifications	CCNA, MCNA, MCSE, DCA, ADCA, PGDCA & ITIL

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Organization: M/s. Startek Inc. [NYSE Listed Entity], Sri Lanka & India

Jul '21 Till Date

Role	Vice President & Country Head WFM & Planning for India, Sri Lanka, South Africa & Australia, Business Leader for Sri Lanka – Operations, Training & Quality
Span Of Control	20000 + FTE's
Business Specs	Customer Service cum Acquisitions Support – Voice & Non – Voice [Inbound & Outbound], National Escalation Desk, Social Media, Recovery & Retention – International & Domestic Operations

ACCOUNTABILITIES INCLUDES

- Spearheading Organizations WFM & planning functions for India, Sri Lanka & Australia in developing and executing workforce strategies to help the business achieve its goals and objectives.
- Heading Product Strategy/development, Go-To Market, Key Account management & in-charge of developing estimates and setting milestones and timelines on the products & Services.
- Managing Telecom / BFSI / Insurance / Transportation Mobility / Federal Processing / Fraud Management Services / Content Development & Visual Ads / Social Media / National Escalation & e-Commerce verticals inclusive of service & end – to – end customer life cycle management.
- Managing client portfolio/s for global Risk-free Implementations along with Transformation/Transition projects.
- Own complete strategy designing with respect to solution finalization and implementations for new/existing clients.
- Lead and manage a **high revenue, end-to-end critical client collaboration for the critical verticals** in a Global environment.
- Development of project timelines, standards, budget forecasts, risk assessments, & contract modification for assigned project that involves all the value chains of critical drug discovery.
- Leading a cross-cultural TEAM of Project associates for day-to-day operations to meet stake holders' expectations.
- Provide presentation to the leadership that enable them to make informed decisions to leverage the latest available data for project development & review of proposals in alignment with management to support the business.
- Development, review, and management of performance metrics and RAG analysis for the assigned project.
- Ensure compliance in terms of quality, legal and finance for the assigned project by balancing internal and client's guidelines.
- Ensure the projects are completed, closed and archived as per the requirement.
- Interest towards numbers and data analytics, to have metrics-based monitoring of BU performance and work with CX heads and business leaders.
- Develop training seminars, provide development feedback, and review training materials.
- Understanding customer needs and requirements to develop effective quality control processes.

ESSENTIAL FUNCTIONAL RESPONSIBILITIES

- Analyzed operations performance for determined improvement opportunities by way of enhancing efficiency.
- Partnered with other Profit Centre Managers; ensured consistency in development, implementation, communication, and execution of processes and initiatives to enhance operating effectiveness and client and employee satisfaction.
- Model leadership behaviors and characteristics assuring fair treatment of employees and consistent application of policy and procedure.
- Utilized strategies and resources to enhance client satisfaction and maximized cost effectiveness in partnership with Client Service managers.
- Supported workforce planning and management tools & techniques, continuously seeking to improve productivity and service delivery in a multi-center environment.
- Prepared and managed budgets in accordance with client and employee satisfaction goals, identifying opportunities to reduce costs and improve operating performance.
- Collaborated with all internal support functions including HR, IT, training and Facilities & regularly review the activities of the entire department in order to ensure the most effective and cost-efficient approach is used to provide customer service and meet contractual obligations.
- Created team-based solutions, concepts, and approaches for the center's, partnering with HR staff as appropriate.
- Built a high intensity customer centric culture by nurturing ideation & innovation to influence business processes.

ATTAINMENTS

- Global "100" Center of Excellence Award for the year 2019 / 2020 & 2021
- Successful transition of processes well within the timelines. Received highly referenceable feedback from the customers. Prepared Excellent Peer – Peer Relationship with the Customer paved way to add business for Bangalore, Mohali, Chennai, Mumbai & Thane.
- Rolled out CATS across the company; looked after companywide project on "Policies" – Awareness & Implementation using DMAIC Methodologies.
- Initiated agent level developmental program "Commit to Excel" & consistently exceeding client's expectation – Excellent VOC from the client.
- Initiated and set up the FMEA based audit process for the portfolio – Drive down NVA's & enhance CX.
- Digitization Project on Creating BOTS as a part of RPA has won several awards within the organization both in India & in the US.
- Lean Six Sigma based techniques implemented to enhance business deliverables

Organization: M/s. Teleperformance D.I.B.S. Private Ltd., Bangalore	Aug '17 Till Jul '21
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Role	Senior Director Client Operations
Span Of Control	2500 + FTE's
Business Specs	Customer Service cum Acquisitions Support – Voice & Non – Voice [Inbound & Outbound] – Domestic Operations

ACCOUNTABILITIES INCLUDES

- Managed e-Commerce [Collections, Seller Relationship Management], Customer Service Management, Product Sales & After sales Service & Support, BFSI – Collections, Insurance / Sales cum Collection Accounts, inclusive of service & end – to – end customer life cycle management.
- Handling multiple Teams/vendors across multiple regions, acting as a Program/Business Transformation head for the various organizational requirements including Contractual compliance and operational / training & quality requirements.
- Overseeing projects in multiple domains inclusive of Voice & Non-Voice and work on both process enhancement & revenue maximization.
- Direct and oversee all budgets, ensuring financial goals are met each year for the portfolio.
- Analyze client needs and develop strategies for meeting those needs more efficiently.
- Evaluate all aspects of business performance and present findings to stakeholders.
- Oversee quality assurance programs.
- Instituting & Driving Projects on TAP, Six Sigma & Data Analytics Projects.
- Managing a larger portion of P&L & accomplishing process cum organizational goal on financials Q-o-Q
- **TOPS** Certified by Teleperformance Operational Processes & Standards – Have institutionalized trainings on TOPS for both International & Domestic Processes.
- **BEST** Trained professional assuring consistency in qualitative delivery across all functions.



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Great Businesses are built by
People who focus on People

- Certified professional from Great Manager's Institute.



- Certified professional from COPC / LSS Institute.

- Spearheaded several Transitions of various LOBs for the processes handed through the stint – Single point of contact for the Service Delivery Vertical for the processes aligned
- Responsible for internal & external audits [E&Y, VRR, R&C and ISO audits] institutionalized by clients & the organization.

PROJECT UNDERTAKEN

- **Big Data:**
 - Big data and data analytics help the BFSI sector understand customer behavior and analyze customer touchpoints by tracking the actions performed by customers on their apps/websites. Helping stakeholders derive better information from the data, make informed decisions, prepare better strategies, and effectively address customer needs. - Project undertaken for BFSI & eCommerce Collections Vertical
- **Internet of Things (IoT):**
 - BFSI clients supported by monitoring real-time data. It also helped stakeholders make informed decisions and deliver a great CX.- Predict NPS & CSAT performance metrics & align business actionable to drive enhanced CX metrics
- **Artificial Intelligence (AI) and Machine Learning (ML):**
 - AI and ML deployments email & Voice Chabot, SMS integration for our BFSI clients
- **Robotic Process Automation (RPA):**
 - Report, Process & Training automation projects undertaken for driving ease of learning & delivering to meet customer resolution index through devising smart workflow tools, and digital assistants.

Organization: M/s. Vertex Customer Management India Private Ltd., Kochi

Oct '14 to Jun '17

Role	General Manager Operations, Training & Quality / Site Leader [Kochi & Bangalore] National Account Head idea/ MTS/ Vodafone [South Operations] National Head NSDL – Franchisee & KPO
Span Of Control	2500 + FTE's & Support Functions
Business Specs	Customer Service Support – Voice & Non – Voice [Inbound & Outbound] – Domestic Operations

ACCOUNTABILITIES & ATTAINMENTS INCLUDES

- Managed Idea Cellular Services / MTS & Vodafone Kerala / Tamil Nadu & Karnataka Circle, inclusive of service & end – to – end customer life cycle management [Account Head - Telecom].
- As a Site Leader am responsible for end-to-end delivery for Idea / Vodafone IB / OBCC along with MTS accounts for Kochi & Bangalore.
- Overseeing projects in multiple domains inclusive of Voice & Non-Voice and work on both process enhancement & revenue maximization.
- Reviewed and revised budgets to maximize efficiency and reduce cost by implementing new budgetary strategies across several departments.
- Awarded as the "Best Site Leader" by the CEO for FY 2015 – 16.
- Lead the Training & Quality Assurance function across verticals.
- Develop and deploy a best-in-class Service Quality framework to drive higher performance on key business metrics.
- Building Training curriculum encompassing both customer centric & business specific modules to enhance quality of resolution.