|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SACHIN SAROHI Contact Details: House with solid fillB-12, Gaurav Apartment,  I.P. Extension, Delhi-92  Speaker phone with solid fill9953616631 || 8882781312  Envelope with solid fillsachin\_sarohi@hotmail.com | | | |  | | |  | | |
|  | | | **Objective** | | |
|  | | | A highly skilled and results-oriented Operations Manager with over 18 years of experience in managing customer support and technical operations across multiple industries.  Seeking to leverage my expertise in team leadership, process optimization, and performance management to drive operational excellence in a dynamic organization. | | |
|  |  | | |  | | |  | | |
| Experience : | | | October 2019 – December 2024  Operation Manager  **CONCENTRIX**  HP Technical Support (EMEA)   * Lead Team Leaders, foster their professional development and growth via effective coaching and communication and promote teamwork and cooperation. * Coach direct reports on their performance on a regular basis to ensure performance metrics are achieved. * Ensure service delivered to our customers meets contractual Key Performance Indicator (‘KPIs’). * Communicate expectations to employees and provide timely updates and changes.   Wheelz (UBER Support) – USC, ANZ & EMEA Region   * Responsible for managing the operations seamlessly and timely SLA delivery along with maintaining high levels of employee and customer satisfaction * Establish & Manage Relationships / Engagement with the Clients. * Attend weekly and monthly calls with clients to understand the expectations from the teams and provide updates * Identify and drive continuous improvements and initiatives in the process   March 2019 – October 2019  Assistant Manager – Operations  **JINDAL INTELLICOM PRIVATE LIMITED**  Zomato Chat Support   * Managed a team of 20 associates in Chat support. Providing timely, honest and constructive feedback (performance and behavior) on regular basis. * Conducting counselling session supporting each advisor through his / her challenges and concerns, through regular and effective coaching. * Planning and conducting activities to increase team engagement and driving fun at work, to enhance team bonding and employee satisfaction.   February 2018 – October 2018  Assistant Manager - Operations  iQOR  HP Technical Support   * Managed a team of 20 customer care agents and ensure all the company policies and guidelines ore followed. * Recruited, interviewed and hired individuals who would bring passion and dedication to the positions at hand. * Take care of technical support teams with strong leadership to meet customers’ expectations and business SLA.   June 2016 – November 2017  Deputy Manager - Operations  CONCENTRIX  Jet Airways   * Supervised 40 advisors to decrease process lags and boost productivity. * Ensure product knowledge on all products / services for the team Conduct regular briefing and shore the latest updates. * Direct interaction with client to provide daily performance reports. * Tracking SLA s on a daily / weekly / monthly basis and having regular feedback sessions with the team members.   March 2014 – April 2016  Team Leader - Operations  IYOGI Technical Services India Private Limited  Technical Support and Sales   * Supervised and motivated 20 staff employees. * Team leader with demonstrated ability to build strong working relationships with co-worker. * Provide coaching and counseling to team members and ensure resolution to their daily problems Identify team training needs. analyzing team's performance, periodic one on one, career progression discussion for the continuous improvement s employee development. * Review and analyze team data, to ensure all quality standards are met as per the organization guidelines.   June 2011 – March 2014  Assistant Manager - Operations  IBM Global Process Services India Private Limited  Technical Support and Sales   * Supervised 20 employees to decrease process logs and boost productivity. * Ensure performance metrics are met through coaching, mentoring and supervision. * Ensure sales target is achieved month on month. * Actively pursued personal learning and development opportunities.   August 2005 – June 2011  Advanced Resolution Expert  Dell International Services India Private Limited  Technical Support and Sales   * Handle customer inquiries and provide technical support * Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. * Walk customers through the process of installing the software on their machines and starting up the program for the first time. * Make hardware recommendations for customers whose machines cannot support the software. | | | | | | |
|  | |  |  | |  |  | |  |  |
| Education 2004  B.COM (P)  Delhi University | |  | Skills Technical proficiency  People Management  Motivational Skills  Client Handling  Strong Leadership  MS Excel  Power BI | |  | Interests Dreamer!  Traveler! Bike Riding  Achiever! | |  | Languages Known  * English * Hindi |