

Bishwajeet Sundaray

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Education:

2009-2012: **Sikkim Manipal University**

Bachelor of Business Administration – IT

2005-2006: **Southern Academy of Maritime Studies, Chennai**

Diploma in Nautical Science

2002-2004: **Sainik School, Bhubaneswar**

Class: XI – XII, CBSE

1997-2002: **Sainik School, Bhubaneswar**

Class: VI – X, CBSE

Early 1997: **Rajasthan Modern Public School, Jaipur**

Pre-School – V, CBSE

Professional Experience:

November 2021 – December 2022 and December 2018 – November 2021

Assistant Manager/Team Leader – Operations: Concentrix, India, Vizag and Bangalore

Client: Onfido and Apple (iTunes, iOS & Mac+ Chat – Global Support)

- Handling an average team size of 20 – 28 members.
- Provide constructive coaching and identifying training needs for the associates.
- Actively work with Ops. Managers to prepare WBR & MBR (Weekly/Monthly Business Review) deck by sharing necessary inputs/callouts.
- Work with the Recruitment/Talent Acquisition team in hiring the best fit for the process.
- Adhering to the timeline and process guidelines to deliver the set KRA's.
- Attend the weekly calibration calls.
- Provide real-time on ground support and assistance.
- Conducting weekly performance review and 1-o-1 connect with the associates.
- Liaise with the transport team and various stakeholders being the first touch point for the associates.

- Adhering to the timeline for appraisals and monthly UNI (You & I) discussions to set expectations.
- EWS updating, managing leave, break, roster etc.
- Effective BQ (Bottom Quartile) management.
- Conducting Pre & Post shift briefing and updating team about daily updates, stats and areas of focus.
- Regular compliance audit & dip checks.
- Attrition & Shrinkage management.

September 2010 – November 2018

Team Leader – Operations: [24]7 Inc., Bangalore

Client: Sears/Sears Home Services

- Supervise and manage an average team size of 18-20 members.
- Regularly improve knowledge of process improvement methodologies and tools which includes statistical methodologies as well.
- Provide hands-on assistance to the team in case of issues, both through direct intervention and mentoring.
- Bring in necessary client related changes to the process and constant updating of core processes.
- Ensure 100% adherence to the appraisal timeline and guidelines (Team & Self).
- Provide inputs to the training/quality team to provide feedback on how to improve agent quality.
- Help in documenting new or corrections/additions in the existing process documents.
- Identification of development needs for the development of the team.
- Approachable and supportive towards the team.
- Has the ability to motivate the team to achieve their set targets.
- Manage the day-to-day operations with a team of agents and meet the required service levels, quality and productivity.
- Attrition & Shrinkage management.
- Prepare schedule for the team and ensure attendance as per the planned schedule to avoid having impact on the handling.
- Follow proper schedule for breaks, shift-in & out to avoid any impact on handling.
- Ability to evaluate chats, coach and disseminate feedback.
- Work very closely with team members to solve customer issues by ensuring KRA's are intact.
- To act as a single point of contact to address all issue types be it personal/professional.
- Conducting Daily/Weekly/Monthly reviews & Appraisals to be better each day.

Feb 2009 – Jan 2010

Customer Support Executive: Reliance BPO**Genisys Information Systems (India) Pvt. Ltd., Bangalore**

- Responsible for handling customer queries and resolving them over the phone in English & Hindi languages.
- Making sure to achieve the set KRA's (Quality, AHT, Login hours & Absenteeism)
- Was promoted from handling Pre-paid customers Post-paid customers for consistently achieving higher quality scores.
- Was also a part of the Escalation/Retention team

October 2006 – September 2008**Deck Cadet****Fulmar Shipping and Cargo LLC, Dubai, UAE**

- Responsible for bridge work, chart work, route planning and navigating the ship from one destination to another.
- Used to share ideas about proper cargo loading and securing them.
- Used various equipment's while on job (Auto-pilot, RADAR, GPS, Navtex, VHF and other communication equipment)
- Was also a part of the Emergency response team on-board ship.
- Have sailed for 2 contracts and majority of them in Middle East and Persian gulf.

Awards & Recognition's:

- NCC "B" certified.
- Certified for the best in leadership trait at TSC (Thal Sena Camp).
- Awarded numerous times by [24]7 Inc. for the best quality and highest sales conversion.
- Promoted through IJP (Internal Job Posting) from DIS (Digital Interaction Specialist) to ATL (Associate Team Leader) and later TL (Team Leader).
- Certified numerous times by [24]7 Inc. and Clients for being the Best Team Leader/Team Manager.
- Bedrock FTLP (First Time Leadership Program) certified by [24]7 Inc.
- Undergone FTLP course at [24]7 Inc. along with 8 weeks of project/learning implementation conducted by OD (Organizational Development) team.
- Awarded Client Gladiator and Culture Ambassador in Concentrix for being the best people manager and for living the CNX culture.

Tools, Computer & Skills:

Genisys & [24]7 Inc: MSP (Member Service Portal), Ciboodle, CSI, support.com, See Support, Live Person, Instant Service (By Oracle), [24]7 Assist, Advanced Diagnostics, KANA, Avaya, Computer & Internet basics, MS Office/Excel and other internal applications of the organization.

Concentrix: iLOG, MZ Support, GBI Portal, Avaya, Core, support.icloud.com, Apple iMac, ZT Login, Confluence, Ops Manager.

Personal Details:

Nationality: Indian

Date of birth: 02 September 1986

Driver's License: Valid Indian License

Passport Status: Valid Indian Passport

Languages: English (Read, Write, Speak)

Hindi (Read, Write, Speak)

Oriya/Odia (Read, Write, Speak)

Marital Status: Married

Hobbies: Playing cricket, listening to music/ motivational speakers/ life coaches like Gaur Gopal Das, Sadhguru Jaggi Vasudev etc., following startup stories and spending time on social media.

I do hereby declare that above mentioned statements are true to the best of my knowledge and belief.

(Bishwajeet Sundaray)

