

SERVICE DELIVERY MANAGER Resume Sample www.timesresumes.com

Name & Personal Details of clients are not included for Anonymity

PROFILE

- ❖ **Accomplishment driven Service Delivery Manager** with over 10 years solid experience and expertise in managing both on-shore and off-shore operations with both in-house and remote teams. 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 of release management deliverables as well as enhance department efficiencies amidst fast-paced working environments.
- ❖ **Seeking a Challenging position as Technical Support Manager/Service Delivery Manager.**
- ❖ **Gained solid experience** in release management, strategic planning, people management, change management, quality improvement, coordination and leadership. Gained exposure in financial reporting and budgeting.
- ❖ **Initiate** cost containment processes, provide hands-on training and motivate personnel in building strong teams, and lead staff toward maximum potential. Respected team leader.
- ❖ **Exhibited proven ability** to independently set up technical team operations from scratch.
- ❖ **Fostered trust** and coordinate with senior management executives, both internal and external.
- ❖ **Displayed excellent business acumen** by independently monetizing business opportunities.
- ❖ **Well developed** oral and written business communication skills. Good listener and motivator with exceptional interpersonal skills. Established competence in customer relations. Detail-minded with good eye for balance and organization. Skilled and creative in resolving problems.

SOFTWARE SKILLS

- Working knowledge of Microsoft SQL Server 2005/2008
- Basic knowledge of Microsoft IIS 6.0 and Microsoft Office Suite
- Incidence Management tools - end user of Firstwave, Siebel CRM
- Working knowledge of Talisma CRM.

AWARDS AND HONORS

- 🏆 Received “Star Performer of the Year Award 2009” (For best performance in Client Services department).

EXPERIENCE

SENIOR MANAGER - Client Services

Jan 2012 to present

XXXXXXXXXXXX Pvt. Ltd., Bangalore, India.

- ❖ The company is a wholly owned subsidiary of Campus Management Corporation, the leading provider of Constituent Relationship Management (CRM) software for a wide range of industries. Talisma CRM enables organizations to deliver an exceptional customer experience on a global scale through traditional and online communications channels.
- ❖ **Promoted** to Senior Manager (Client services) from Manager (Client services) in January 2013.
- ❖ **Lead and manage** a 16 member off-shore team of a cost center, consisting of 1 Manager, 1 Sr.Tech Lead and 14 subordinate staff, for 24x7 service delivery, technical support and scaling up release management operations, transforming customer experience to over 300 Higher

Education Enterprise Customers in US, APAC, Middle East and Africa.

Achievements:

- ❖ **Instrumental** in revenue generation, of **US \$ 200,000 per year**, for the off-shore cost center.
- ❖ **Implemented** quality control processes which resulted in 15% increase in case closure rates and reduced customer escalations by 40%.
- ❖ **Maintain** 80% of the customers at an average CSAT score of 4.0 out of 5.0.
- ❖ **Spearhead** on-time delivery of support deliverables with 99% quality.
- ❖ **Achieved** 40% productivity savings by introduction on-boarding program for new hires that makes them production ready in 3 weeks from an earlier cycle of 8 weeks.
- ❖ **Planned and budgeted** for in-house VM test environment for currently supported releases - resulted in 15% improvement in resource productivity savings while reproducing customer problems in-house.
- ❖ **Counseled** Sales/Account management/Legal teams for a successful closure of on-site technical support contract of AUS \$1, 30,000.
- ❖ **Achieved** 100% resource retention.

MANAGER - Client Services

Mar 2012 to Dec 2012

xxxxxxx Pvt. Ltd., Bangalore, India.

- ❖ **Led and managed** a 14 member team, consisting of 2 Tech Leads and 12 Level 2 resources, for release management delivery to 300 premier US customers across all US time zones.

Achievements:

- ❖ **Optimized** the pre and post release processes which reduced post upgrade issues by over 90%
- ❖ **Ramped-up and ramped-down** resources across shifts to meet peak demand resulting in 100% adherence to project deadlines.

MANAGER - CRM Expert Services

June 2011 to Feb 2012

xxxxxxxxxxx Pvt. Ltd., Bangalore, India.

- ❖ **Led, Trained and Managed** a 14 member team, consisting of 2 Tech Leads and 12 Level 2 resources, for the efficient functioning of Expert Services Business Unit having 16 premium customers, pan India with one on-site technical consultant, generating business of INR 2 crores and customer renewals to the tune of INR 38 lakhs.

MANAGER - CRM Product Support

Jan 2011 to May 2011

xxxxxxxxxxxxxxx Pvt. Ltd., Bangalore, India.

- ❖ **Led, Trained and Managed** a 12 member team, consisting of 2 Tech Leads, 3 Level 2 resources and 7 Level 1 resources, for the 24x7 Talisma CRM product support in APAC & Europe region.

PREVIOUS EXPERIENCE

TECHNICAL LEAD – Expert Services

June 2010 to Dec 2010

xxxxxxxxxxxxxxx Pvt. Ltd., Bangalore, India.

PROJECT LEAD - Reporting Services

May 2009 to May 2010

xxxxxxxxxxxxxxx Pvt. Ltd., Bangalore, India.

TECHNICAL LEAD – Sustain Engineering

Jan 2008 to April 2009

xxxxxxxxxxxxxxx Ltd., Bangalore, India.

ONSITE PROJECT ENGINEER

Nov 2006 to Dec 2007

Microsoft Corp (Vendor from xxxxxxx)

TECHNICAL SUPPORT ENGINEER

XXXXXXXXXXXXX Ltd., Bangalore, India.

Dec 2004 to Oct 2006

SOFTWARE TEST ENGINEER

XXXXXXXXXXXXX Ltd., Bangalore, India.

May 2003 to Nov 2004

EDUCATION

MCA, Computer Science - Nagarjuna University, AP, India (2002)

BSc, Physics, Mathematics and Chemistry - Siddhartha Degree College, AP, India (2000)

WORKSHOPS, TRAININGS & SEMINARS ATTENDED

- Integrated Leadership Program - XLRI, Jamshedpur (April 2013)
- Leadership and Management Primer - Louis Allen International (April 2010)
- How the Best Leaders create Employee Engagement - Dale Carnegie Training – (Aug 2013)

REFERENCES - Available upon request.