

ARUN GUPTA

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SUMMARY

13 years of experience in Operations with Leadership quality, exceptional communication, Interpersonal, and team building skills.

Sound Knowledge in providing quality solutions to ensure high quality of Customer Experience and contribute effectively to the development and maintenance of policies/procedures and standards for the company.

I always desire to learn new ideas and concepts quickly, ability to perform under pressure. I always use to be discipline with strong work ethics.

I have recently joined "Mann Travel" as Manager, Customer Service and manage Service Desk for Delhi site.

AREAS OF EXPERTISE

Operations Management | CSAT | ServiceNow | Tableau | Splunk | JIRA | Workforce Management

WORK EXPERIENCE

Key Functions and Contributions:

- Experience in handling the department of **Sales, Customer Service, Quality, Training, Flight and Hotel Operations, Social media**, Schedule Change, Refund, Date Change, Ticketing.
- Liaise with centre support roles to ensure compliance to process and embedding the learning of new initiatives.
- Identify process improvements to achieve goals related to customer support.
- Visited sites (IGT Gurgaon and Intelnet Global Services, Delhi) to provide trainings and to meet Service Delivery Managers to ensure smooth co-ordination between the teams.
- Represented the team in launches of any new site or POS.
- Experienced in **monitoring real time business operations and performance indicators** at an internal level – call volumes, average handle times, queue time, call centre agent availability, call centre service level adherence.
- Hands on experience in using Splunk tools for monitoring and analysing error logs.
- Experienced in creating various playbooks/knowledge articles to ensure smooth day-to-day operations.
- Experienced in running and resolving the outages with the co-ordination of NOC (Network Operation Centre/ Incident Management).
- Experienced in **managing escalation for all system disruption or outages including Network, Telephony Routing Systems, Web applications via Service Now**.
- Assisted on various projects and tasks as assigned by management team and met all deadlines associated with project work
- Strong expertise in driving operational excellence and creating new process for improving operational efficiencies.

SELECTED ACHIEVEMENTS

- *GLOBAL PROJECT*: Completed a process improvement project with 55 sites worldwide, which helped in running the organizational work smoothly.
- **On Spot award** for successfully leading a delivery team with zero defects and attaining customer appreciation.
- Ideated and technically implemented Internal Tool **BOOKING FETCH TOOL**, to validate whether customer has received the booking confirmation or not.
- Won R&R for contributing the maximum number of sales and production hours.

PROJECT ROLES

CALLCO INFOTECH PVT. LTD. (Mann Travel)

Business Process Excellence

New Delhi, India

April 2019 – present

Client: Airlink, Bookmytrip

Position: Manager, Sales and Customer Service

Team Size: 70

My Role involves-

- **Managing Sales and Service Desk for Delhi Site with a process headcount of 50-60 agents excluding 2 Assistant Managers, 7 to 8 Team Leads, QA's and Trainers for voice process in 24*7 environment. In this role, I am directly reporting to Global Operations Head, Mann Travel with frequent touch base with Company Owner, Mr. Mukesh Mann.**
- SLA management, analysis on improvement areas (CSAT) and regular tracking of critical operational parameters. Regular service performance reviews, action planning, regular tracking and updates.
- **Conduct team meetings and performance reviews to help employees meet Sales Targets.**
- Provide annual performance appraisals of direct reports and provide regular feedback. (annual/mid-term reviews)
- Responsible for handling the department of **Sales, Customer Service, Quality, Training, Social Media, Schedule Change, Refund, Date Change, Ticketing.**
- Mentor, coach and develop team leaders, centre support staff and identified centre talent. Maintain consistency in Performance Support and Conduct Management processes, People management.
- Responsible for hiring of leads and Assistant managers, training, inductions, employee & client satisfaction scores, performance Appraisals and attrition management.
- Ensure process's compliance with administrative and procedural guidelines and deadlines to meet targeted sales and profits.
- Liaise with centre support roles to ensure compliance to process and embedding the learning of new initiatives.
- Single point of contact for **Client Escalations/Query Resolution** regarding any user servicing issues.
- To work towards continuous improvement and perform root cause analysis on an ongoing basis

EXPEDIA GROUP

ServiceNow Management

Gurgaon, India
April 2017 – Feb 2019

*Position: Operations Support Analyst,
Global Customer Command Center*

Team Size: 6

My role involves –

- Led a team of new joiners' and providing them training in terms of quality, tools and product.
- Recognize and initiate escalation for all system disruptions or outages including Network, Telephony Routing Systems, Web applications to specific teams within guidelines.
- Manages and engages contact centers/vendor contacts to understand reason for performance impacts for agents.
- Visiting sites to provide trainings and to meet Service delivery managers to ensure smooth co-ordination between the teams.
- Ensure the change deployment done by the Expedia technology team is in line with command center and NOC Operations SOP.
- Coordinate with NOC (Network Operation Centre /Incident Manager) to ensure outages are run and resolved quickly. Understand the root cause and mitigation actions.
- Representing GCCC (Global Customer Command Center) in launches of any new site or POS.
- Hands on experience in using **Splunk** tools for monitoring and analysing error logs.
- **Real-time monitoring of critical business operations and performance indicators at an internal level – call volumes, average handle times, queue time, call center agent availability, call center service level adherence.**
- Take action to mitigate various impacts to performance metrics per documented processes.
- Monitor intra-day scheduling forecast compared to actual volumes and recommend necessary adjustments to stakeholders as required.
- Analysis and resolution of bugs/issues reported by business/users.
- Assist with the monitoring of world events for crises that may impact the business. Gather information on these events and notify Global Crisis Operations Team.
- Creation of various playbooks/knowledge articles to ensure smooth day-to-day operations.
- Assist on various projects and tasks as assigned by management team and meet all deadlines associated with project work.

EXPEDIA GROUP

Led high profile cases (Legal, Consumer Affairs etc.)

Gurgaon, India
July 2015 – April 2017

Position: Lead, Customer Service

Team Size: 20

My role involves –

- **Led a team of 15-20 FTE's who handles priority escalations from Expedia's Headquarter Offices addressed to Senior Executives, Board of Directors, Legal Department, and Public Relation & Social Media sources, as well as issues filed with Government Consumer Agencies.**
- Monitoring the emails, chats and calls of customer representatives and look for the areas of improvement.

- Led the resolution of Expedia's highest level of service issues to ensure that priority Customer escalations are resolved in an efficient and timely manner.
- Working on various projects for Business development.
- Working with Training Department & onsite Service Delivery Managers to assist with training input for new hires and refresher training for tenured Agents.
- Managing resources to ensure established service levels achieved at all times.
- Identifying service problems and conduct root cause analysis whilst signposting possible solutions.
- Other duties and projects as assigned.

INTERGLOBE TECHNOLOGIES INTERNATIONAL PVT. LTD.

Expedia Social Media Platform Management

Gurgaon, India
April 2011 – June 2015

Client - Expedia Group

Position: Senior Process Associate

Team Size: 14

My role involves –

- Responsible for handling emails and making outbound calls required or requested by customers.
- Worked with Expedia (as a vendor) in Social Media Escalations Team.
- Good Knowledge of **Facebook, Twitter, Lithium and Hoot suite.**
- Effectively handled **Social Media and Tier 3 Escalations.**
- Looked after Australia, New Zealand & Asia Pacific Region.
- Good Knowledge of GDS **“Amadeus, Sabre, Galileo”.**

IBM INDIA BUSINESS SERVICES PVT. LTD.

C-SAT, Flight Operations

Gurgaon, India
July 2006 – April 2011

Position: Senior Process Associate

Team Size: 12

My role involves –

- Worked with **United Airlines** both for Domestic as well as International process.
- Trained a group of people in terms of **C-SAT** perspective.
- Was responsible for handling international calls and making sales.
- Had provided training to handle customer’s queries in an efficient manner.
- Worked on a Project for **Employee Engagement.**

EDUCATION

Degree/Standard	College/School Name	University/Board	Year
Post-Graduation MBA (Human Resources)	Sikkim Manipal University	Sikkim Manipal University	2009
Graduation (BA, English Hons.)	Shivaji College	Delhi University	2006
Std. 12th	M.S.D. Public School, Delhi	CBSE	2003

ADDITIONAL SKILLS

- Certified in Advance Financial Accounting from Lal Bahadur Shastri Institute, New Delhi
- Basic Microsoft Office

PERSONAL DETAILS

- Date of Birth : 27/11/1985
- Sex : Male
- Nationality : Indian
- Current Location : Gurgaon
- Marital Status : Married
- Language Known : English and Hindi

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Arun Gupta