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PROFILE HIGHLIGHTS

- Over 16 years of experience in BPO industry with proven expertise in managing large and small-scale and global operations for Customer Service and Technical Support Services.
- Demonstrated success in leading and mentoring cross-functional teams in multi-facility environments across diverse global environments.
- Good communicator with the ability to develop strong relationships with business stakeholders, customers clients, and subordinates to drive positive results.
- Quick learner with the ability to adapt to emerging technologies.
- Business Analysis Skills to identify cost-saving opportunities through continuous process efficiencies and quality initiatives.

QUALIFICATIONS AND A PROFESSIONAL CERTIFICATION

Owing to my commitment to ongoing personal development and career progression, I have successfully attained:

Master of Business Administration
2019-2021 Glasgow Caledonian University

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- Concentrix Senior Leadership Program 2021
 - COPC - Customer Operations Performance Center
 - Certified COPC Implementation Leader, Release 7.0 (*Primary certification, COPC Release 4.0*)
 - IASSC Certified Green Belt
 - Microsoft Certified IT Professional (MCITP)
 - Microsoft Certified Technology Specialist (MCTS)

KEY AREAS OF EXPERTISE

- Adaptable; able to pivot quickly and keep up with the fast pace of change.
- Strong track record of understanding and interest in current and emerging technologies demonstrated through training, job experience, and/or industry activities.
- Ability to drive projects based on business strategies and customer requirements.
- Change-oriented - Proven track record of initiating and driving process improvements; supports and drives change and confronts difficult circumstances in creative ways.
- Proven ability to work with global teams; able to collaborate well with others to solve problems and actively incorporate input from various sources.
- Demonstrate customer focus – manage complex, difficult, or stressful situations; evaluate decisions through the eyes of the customer; build strong customer relationships and create processes with customer viewpoint

- Strong analytical and problem-solving skills, communicate in a clear and succinct manner and effectively evaluate information/data to make decisions, anticipate obstacles and develop plans to resolve.
- Oral and written communication skills to effectively communicate information to audiences at all levels of the organization.

ACHIEVEMENTS

- Client Superior Scorecard - Pharmaceutical Account 2019 to 2022
- Concentrix Excellence Award, Best Innovation Implementation – ASEAN
- Concentrix Excellence Award, Best Employee Engagement
- Industry Excellence Award 2019 – Best Outsourced Inbound Contact Center
- CCAM Best Contact Center 2018 – Gold, Pharmaceutical Account
- CCAS Best Contact Center 2018 – Bronze, Pharmaceutical Account
- CCAS Best Contact Center 2016 – Gold, Technical Account
- CCAM Best Contact Center 2015 – Bronze, Technical Account
- CCAS Best Contact Center 2015 – Bronze, Technical Account
- CCAM Best Contact Center Team Lead 2015 - Bronze)
- Successfully attained COPC CX Standard external certification
- Recognition for best DMAIC Project on Customer Experience – 2014 o Cost Savings, USD 18,000
- Recognitions for Highly Engaged Team
- Best Team Leader for 2013
- Platinum Vendor Scorecard recognition - 2014

WORK EXPERIENCE

Position: Global Service Delivery Executive / Manager, Operations II

- 10 Countries in scope

2015 – Present (Technical Account, Customer Service, Pharmaceutical)

Company: Concentrix Malaysia, formerly known as Convergys SEA

Industry: Call Centre/BPO

Detailed areas of responsibilities

- Key POC to maintain and grow the revenue of the program, responsible for profitability including revenue, margins, billing, seat utilization, and retention.
- Close partnership with the Sales and Account Management team preparing RFPs, RFQs, and SOW reviews.
- Ensures the program has proficient training, staff development, and effective employee relation/recognition programs.
- Responsible for selecting, training, developing, and managing the performance of direct reports and their associates; including planning and assigning work for staff in accordance with the organization's policies and applicable legal requirements.
- Provide leadership and guidance to direct reports to ensure consistent administration of company policies and standards; define and implement any corrective actions needed to meet operational performance.
- Analyse and maintain all Client Service Level Agreements; implement improvement plans as needed.
- Ensure that the operations follow active contracts.
- Responsible for client relationships; facilitate open communications, understand client perspectives/expectations, and monitor client satisfaction.
- Partnering with Business Development to leverage and expand new business from clients.
- Conduct regular one-on-ones with direct reports to review individual performance, and the performance of their teams and offer ongoing developmental support.

- Create a positive work environment through employee engagement; resolve employee relation issues in a professional and timely manner.
- Participate in cross-functional meetings to review information received from operational support functions - Training, HR, Quality, WFM, TA.- and partner to define action plans that resolve issues and drive continuous improvement
- Maintain relationships with strategic vendors to facilitate open communications, understand changing technologies, and stay abreast of industry trends.
- Participate in opportunity review calls for new business and facilitate site visits from potential clients, keeping up to date through trade shows, industry events, and related activities.
- Host Business reviews on a regular basis, communicate the overall objectives within common reports (service reports and Operational Efficiency Reports), and ensure that customer, operational, and capacity requirements are addressed (i.e. Telecommunications, Information Technology, Legal, HR, Finance, Facilities), hold weekly meetings with all functional leaders and direct reports reviewing site operations, needs, and upcoming events

Position: Manager, Operations Performance Principal Consultant

In Role: 10 months

Company: Concentrix Malaysia

Industry: Call Centre/BPO

- Recommend, set, and lead Operation Readiness framework, process, and continuous improvement on standards.
- To review operational performance metrics monthly to identify processes that are out of control or not meeting client requirements and targets.
- To work with the business owners on the deployment of the DMAIC process for those processes identified as having high defect rates or variations in performance.
- To track the project milestones and deliverables for all the improvement projects initiated and to identify any areas of the project that are falling behind schedule or not being delivered to the required quality levels.
- To provide monthly reports to the Executive Management team on project progress.
- To provide Six Sigma training to the Management team and ensure that the skills taught are assessed and verified.
- To act as a coach and mentor to the team as they deploy the DMAIC process, providing expert input on the process and the use of analytical tools.
- To track the financial impact of all DMAIC projects ensuring that the outcomes of projects can be tied to recognizable financial gains.
- To work closely with the Quality and Training teams to ensure that the findings of transaction monitoring and training are used to drive companywide quality improvements.
- To take an overview of performance across the unit as a whole identifying and deploying improvement projects that address companywide issues.

Position: Team Manager/Technical Lead (Microsoft ANZ & SEA)

In Role: 2 years

Company: Convergys SEA (M) Sdn. Bhd formerly known as Datacom

Industry: Call Centre/BPO

Responsibilities:

- Readiness–Planning and initiating tactics and strategies to support clients.
- Contingency Plan Implementation
- Work closely with clients providing updates on regional top issues.
- Provide reports and business updates to the executive team.
- Present weekly, monthly, quarterly, and annual business reviews to the clients.
- Manage Client Billing and Invoicing
- Responsiveness – meet KPI expectations.
- Perform customer satisfaction analysis.
- Continuous proactive evaluation and improvement of performance metrics and processes

- Responsible for technical and procedural competency/expertise of the support team and Customer Satisfaction results produced by that team.
- Client Engagement – Managing an efficient business to maximize customer satisfaction while keeping costs low.
- Staff – Manage, motivate, and develop CSR skills to improve performance by reducing attrition, and unscheduled leave.
- Perform analysis of cases to identify top issues and their impact on the business.
- Quality - Manage predominantly through COPC Standard maintenance and management.
- Ad hoc projects as assigned by the Business Manager.
- Conduct training - Technical Support Team
- Provide managerial skill training.
- Provide technical input as needed.
- Manage escalations from CSRs.
- Monitor emails/call-backs/escalations backlog.

REFERENCE

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