

GVEN SIVALINGAM'S PROFILE



SUMMARY

An energetic and results-oriented Operations Manager who can provide a high degree of leadership that will inspire confidence in junior staff. Having 12 years of experience in the contact centre / BPO service industry, he has had vast exposure in a management role for both customer service and inside sales for various industries. He is capable to work in any fast-paced environment with excellent prioritizing planning, and organizational skills. As a true professional, he has a long track record of completing assignments on time, accurately, and to the specifications defined. On a personal trait, he has a positive attitude and willing to be accountable for all operations whilst managing assigned teams. His key strengths include making tough decisions, resolving conflicts and maintaining staff safety at all times.

Some of his core competencies include:

- Program/Project Management
- Approaches to Operation, Lead to Value Creation
- Planning & Forecasting
- Cost Reduction and Containment
- SOP/Procedure Development
- Customer Relationship Management
- Continuous Business Process Improvement
- Inside Sales Management

And Expertise/Skills include:

- Customer Service
- Contact Center Operations
- Business Process Outsourcing
- Leadership
- People Management
- Talent Acquisition



WORK-RELATED EXPERIENCE

Dec 2016 – Present

Senior Manager of Operations

SRG ASIA PACIFIC SDN BHD, BPO

Reporting to Senior Director of Operations & Company Chief Executive Officer (CEO).

Manage a team of Service Professionals, Team Managers and Senior Executive whom supporting Operations.

Accountable for account operations including:

- My role is to ensure all aspects of daily operations to run effectively and efficiently. Primary role is to provide the operation function of company in order to achieve its vision and strategic objectives.
- Improve the operational systems and processes in support of company's mission specifically support better management reporting, information flow and management, business process and organizational planning.
- Implement effective succession planning, people management, development, recruitment, and retention strategies.
- Responsible to drive business planning forecasting accuracy, goal attainment and work effectively with all cross-function teams while aligning to Leadership Initiatives.
- Leveraging business acumen, management experience, change management skills and domain expertise skills to provide strategic and tactical support to service delivery operations of the BPO Centre.
- Responsible on program analytic provided to upper management and stakeholders for the purpose of solutions enhancement through daily, weekly, monthly and quarterly productivity reports.
- Play a significant role in long-term planning, with the view to delivering operational excellence.
- Increase the effectiveness and efficiency of Support Services through improvements to each function as well as coordination and communication between functions.
- Ensure operational effectiveness and efficiency through management of account lists development and promotion of tools systems and processes.
- Improves training effectiveness by developing new approaches and techniques; making support readily available; integrating support with routine job functions.
- Contribute to lead shot and long term organizational planning and strategy.
- Develop an environment with systems and processes in place which will enable and encourage business opportunities.



GVEN SIVALINGAM'S PROFILE

Career Achievements:

- Continuous achievement from 95% to >120% of monthly targets
- Growth of the team started from 65 seats up to 400 seats today
- Absenteeism maintained below 10%, Monthly attrition averaging 5%
- Monthly department revenue of MYR 2.2mil. generated from BPO

Sep 2015 – Nov 2016

Senior Executive of Operation

SRG ASIA PACIFIC SDN BHD, BPO

- Play a significant role in long-term planning with the view to delivering operational excellence
- Increase the effectiveness and efficiency of Support Services through improvements to each function as well as coordination and communication between functions
- Ensure operational effectiveness and efficiency through management of account list development and promotion of tools, systems and processes.

Jul 2013 – Aug 2015

Telesales Outbound Team Manager

SRG ASIA PACIFIC SDN BHD, BPO

May 2011 – Jun 2013

Telemarketer

SRG ASIA PACIFIC SDN BHD, BPO

ACADEMIC QUALIFICATIONS & CERTIFICATIONS

Jul 2007 – Oct 2010 University of Industrial Selangor (2007-2011)

Diploma in Industrial Biotechnology



GVEN SIVALINGAM'S PROFILE

TECHNICAL SKILLS & CERTIFICATIONS

Certificates

- ISO 9001 2015 QMS Audit - Certificate Number CM21333 & CM21629
- Outsourcing Malaysia Excellence Awards for Best Operations Manager Contact Centers 2016

Computer Literacy

- Microsoft Office Suites
- Dealer net, RIMs, MIMs, MEPs, CRM-CMSS Service Desk system, CITRIX, i-sell TWT,
- Verint 360 WFM, iAssist DEN, PDPA Portal, TM Portal (HSBB),
- CIFO (Customer Data Configuration), CIFO (Customer Data Configuration), CCPulse+

PERSONAL DATA

Gender	Male
Nationality	Malaysian
Age	34
Marital Status	Married
Spoken Language	Proficient in English, Malay, Tamil
Written Language	Proficient in English, Bahasa
Availability	1 months
Mobile Number	6014-9299 400
Email Address	gvenji2@gmail.com

