Dweet

Jeevan Kumar C

Customer Success Manager | Enterprise portfolio management | SaaS and Managed Services experience | ITIL Certified

⌖ Slough, UK

Portfolio file

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Links

in LinkedIn

Languages

Telugu

English

Tamil

Hindi

Kannada

About

"Performance-oriented, Technology and Business professional with 13+ years' of experience. In pursuit of challenging assignments that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization by developing a team of highly motivated & empowered people through innovative high-performance leadership.

BRANDS WORKED WITH

Capita   Symphony Teleca   Tangoe   Tangoe India Softek Services Pvt Ltd

Experience

*Customer Success Manager

Tangoe India Softek Services Pvt Ltd | Jun 2019 - Now

Leading SDA's team, mentoring and appraisal management and working closely with cross functional teams to deliver seamless service to clients
•Ensuring Customer retentions and cross-sell / up-sell services to customers.
•Help identify lead opportunities, improve, and ensure best customer experience/satisfaction (CSAT) and process expansion process improvements.
•Responsible in governing of contractual services, ownership of overall client engagement
•Serve as escalation point for customers and implementation of SIPs
•Driving & participating in Strategic Business Reviews to improve customer engagement and experience
•Improve collaboration with support functions, Process re-engineering, SLA, and Metrics Improvement.
•Managing transitions and migrations.
•Managing the Global Telecom and Mobile Expense Management Operations includes- People/Team Management, Invoice Management, Order Management, Procurement support, Data Migration, Inventory Update and Management, Invoicing, Auditing, Processing, Cost Allocation, Cost Optimization, Dispute Management, Cost Recovery and Charge Back, Financial Reporting.
•Ensuring successful Client/User experience by serving as the liaison for all Tangoe services contracted
•Delivering Strategic Business reviews and ensured Service Level Agreements & CSAT are achieved
•Defining and maintaining updated Standard Operating Procedures
•Being part of Continuous improvement initiatives ran few Kaizen projects.
•Developing relationships with client contacts throughout their organization including key stakeholders
•Analysing reporting trends ensuring accounts are set up correctly and maintained.
•Sound Knowledge on Telecom Expense and Mobile expense management applications.
•Identifying areas needing attention by managing and resolving escalation issues across teams.

Team Lead – Fixed Provisioning Operations

Tangoe | Apr 2013 - Jun 2019

Led the team of 11 Fixed Provisioning Analysts and supported 40+ clients with Telecom Infrastructure Provisioning services for their Global locations under LOB - Technology Expense Management.
•Extensively involved in internal and Client stakeholder's management and internal MIS reporting.
•Responsible for Global Revenue Reports and Billing reports.
•Training and mentoring the team on continuous improvements.
•Managing team's workloads & co-ordinating with onshore team to ensure deliverables and support.
•Handling client queries, escalations and resolving issues for both clients and team with appropriate RCA.
•Creating SOW, SOP's, process workflows and removal of unnecessary

steps or actions by Lean Six Sigma procedure. (SIPOC, FMEA, Kaizen)
•Improving relationships among clients, Network engineers, Internal TEM life cycle teams and quality which helps in meeting service timelines and service excellence.
•Coordination for Legal contracts and agreements through Client's legal team or VMO for ISP's and Vendors.
•Attending Business reviews, Vendor Stewardship and governance meetings by partnering with clients for creating standards and meeting compliances with process.
•Value addition and Continuous Process Improvements- Led & mentored various projects which make things easier, simpler & cheaper for business and customers, implemented process efficiency projects and optimised time-consuming processes and manual tasks.
•Executed Value additions and Continuous Process Improvements within provisioning process.
•Improvising Client reports, Team metrics and Processes in meeting Service Delivery Excellence
•Been part of Automation suggestions and implementations, like RPA, VBA Macros (MS Office), etc

Senior Consultant – Telecom Wireline Procurement

Symphony Teleca | Mar 2011 - Mar 2013

Handled RFX for clients working Telecom carriers.
•Strategic sourcing and handling procurement activities from initial RFQ to Inventory Management, Invoices, disputes, contracts, and renewals.
•Ability to handle multiple clients & projects in global locations.
•Negotiating & Disputing on materials being purchased with suppliers
•Revise of Purchase Orders for price change, quantity, or Delivery Date
•Facilitation of invoice resolution with the AP Team
•Providing status on Purchase Orders, Quotes to the Project Engineers & stakeholders/ client.
•Resolve material issues with requests and the engineering team
•Following up with the suppliers via phone or email on the status of orders placed
•Meeting organizational KPI's, including SLA's, budgeting, savings, and supplier performance measures.
•Develop spend, savings and opportunity analyses.
•Attending various Order Reviews/Calls and prepare Minutes of Meeting, and documenting.
•Assisted tasks related to Inventory Management both internal & external

Executive - Insurance

Capita | Dec 2009 - Sep 2010

Mphasis Jan 2009 to Nov 2009 Executive - Insurance
•Handling Life Insurance policies by supporting underwriting functions.
•Perform data validations and cancellations of high-risk policies.
•Preparing General Practitioners and specialists reports from the AURA app.
•Chasing outstanding requirements from customer and client to commence the policy.
•Generating AURA report by using the AURA application with the customer's medical, previous proposal, Travel, and hazardous pursuit's questionnaire.
•Requesting the customers about financial activities, health records, criminal records, and other information which is necessary to evaluate the credibility of the client.
•Preparing risk assessment report for further processing or providing policy to the customer.
•Assigning policies based on the benefit and risk of the policy to onshore underwriters
•Suggested to reject insurance applications of few customers which have unsound background.
•To monitor Individual production logs by effective utilization of all reports.
•Worked on Citrix application, server environment and AWD.
•Cross checking the financial data provided by the client before processing (AM).
•Preparing process flows and account specifics related to the process as per company standards.