Hemant Vallabh

📞 0212021423 @ hemantvallabh@outlook.com

Summary

Results driven Customer Manager, with over 10 years of diverse experience in the delivery of integral Support functions, with specific expertise in SaaS technologies, Helpdesk solutions, Contact Centre Platform, Workforce Planning, Operations, Reporting, Analytics, Customer engagement, Training and Continuous Improvements. A dynamic professional utilizing creativity, leadership and team work to design & execute solutions that enhance customer experience.

Experience

Invenco
Customer Support Manager (APAC)   **Apr 2022**

Develop, lead and motivate Global Support operations including managing the delivery of support services & projects to customers and strategic partners. This involved improving processes & tools, defining KPIs, tracking and working towards continuous improvement. Other core functions involve Project Management, Invoicing, Statement of Work and relationship management with suppliers and Industry partners.

- Created new revenue generating opportunities

- Knowledge of Electronic Payment Systems, Product delivery and Software deployment

- Established Real Time/On Demand reporting via CRM solutions.

Datacom
Practice Manager   **Dec 2018 - Apr 2022**

Lead a high performing team supporting Genesys Telephony operations. The team has a highly diverse background operating across ANZ & SEA.

- Manage Support, Training, Development plans for staff

- Deliver rapid, accurate and effective response to Incident Management and Change Management

- Ensure that production systems are correctly configured and monitored in order to achieve the required performance and high availability

- Develop and maintain of reactive and proactive support processes to meet required outcomes

- Engage stakeholders at all levels to manage operations

Datacom
Team Leader   **Jan 2018 - Dec 2018**

Team Lead of the Customer Experience Platforms (CXP) business for Datacom Connect. Key responsibilities included management of the CXP platforms and leadership of the Support team. Manage and Support incidents, requests and problems through the ITIL framework.

- Contributed to the development and implementation of CX platform across ANZ

- SME and Technical support team leader facilitating services : ACDs, PBX, Provider IVRs and Call Plans, virtual queuing and call back.

Datacom
Voice Engineer - Contact Centre Solutions   **Nov 2013 - Dec 2017**

Technical Support and Management of PureConnect and PureCloud VOIP phone system and associated infrastructure stack. In addition to support and maintenance, regular cycle of SoW, Project implementation and User training when delivering the Interactive solution to clients.

Education

University of Auckland
Major in Computer Science & Information Systems   Bachelor of Science

Skills

ITIL Management	**Leadership & Team building**	**Continuous Improvment**
Change Management, Problem Management, Incident Management, Service improvement, Service Operation	Collaborative & Inclusive leader	Kaizen Champion, Trend Analysis, Quality Assurance
ITSM Tools	**Training & Development Coach**	**Customer Champion**
Salesforce CRM, Jira, CA Service Desk, Service Now, Cherwell	Performance Coaching, Career Development	NPS Surveys, Continuous Improvement, Customer Feedback Management

Certifications

DevOps Foundation	**ITIL v4 Certification**	**AWS Cloud Practitioner Essentials**
Lumify Work	Axelos	Amazon Web Services

Interests

Football	**HomeLab Projects**	**Smarthome Automation**