

PORTIA ROZARIO

Dubai – 0543996700 | spiceposh83@gmail.com

Professional Summary

Determined and responsible with more than **17 years** of success boosting efficiency and streamlining procedures for Operations / Call Centre / Customer Service / Six Sigma - Quality Management / Crisis Management / Travel and Tourism groups. Demonstrated ability to streamline processes for efficiency and productivity.

Excellent Leadership, interpersonal, presentation, communication & organizational skills

Skills

- Six Sigma Green Belt Certified
- Call Center Management
- Budgeting and forecasting
- Business Continuity Planning - Crisis Management
- Work flow planning
- Business Operations
- Risk management
- Employee relations and conflict resolution

Work History

Business Manager | ENJ Events Management LLC

Sept 2019 to Current

- Effective strategy and budget planning for the sales and operation team
- Fulfilled contractual obligations, including communications, vendor coordination, schedule creation, budget administration and rehearsal and day of event coordination.
- Solicited feedback from clients to assess event success and uncover opportunities for improvement.
- Hired and cross-trained staff members for various event-specific functions and ensured employees' understanding of associated processes and procedures.
- Liaison with the accounts team and delivered prompt payment for event services, including vendors, venues, staff, and transportation providers.
- Built excellent employee experience through culture of service and execution of employee assistance programs.

Operations Manager | Compass International Tours Fz LLC

Sept 2017 to Mar 2019

- Effective management of overseas travel to various destinations remotely operated seamlessly and with less cost.
- Managing the operations of 3D educational tours for schools at Dubai and ensuring the trip is seamless. One major highlight trip is the NASA Space Camps.
- Effective Crisis and Back up Management
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency.
- Strengthened performance metrics tracking and analysis to enhance tactical and strategic company plans.
- Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives and 11 -member management team with related direct reports.
- Developed and implemented daily operations plans such as delivery routes, employee assignments and promotional strategies.
- Conducted performance reviews each quarter, offering praise and recommendations for improvement.

Call Center Manager | Vodafone – Chennai, India

09/2012 – 07/2017

- Contact Center Head, Inbound and Outbound (Up-selling / Retention and High Value Client Relationship Centers / Business Partners with Effective Crisis and Business Continuity Plan)
- Six Sigma Certified Projects for reduction of Non value added cost / Improve Business Revenue / optimization of resources / improved net promoter scores from customers who will be willing to promote the brand to others.
- Draw up monthly infrastructure requirement projections (covering all key components of infrastructure such as Trunk lines, Nice lines, Nice Channels, workstations etc), at unit level for given Capacity Plan and call volume and indicator achievement targets.
- Created clear and effective policies governing all aspects of employee work and interaction with customers. Determined quality assurance benchmarks and set standards for improvement.
- Coordinated all companies, business executives and site leadership teams by interacting effectively and establishing communication best practices.
- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Chaired weekly meetings with executive leadership to identify opportunities for improvement establish milestones and tailor products to individual markets.

Assistant Manager | Hewlett Packard – Chennai, India
– 08/2012

06/2003

- Leading a team of 45 process associates and delivering results across 15 countries under European Market for Order Management domain.
- Maintained team efficiency by strategically delegating daily activities, monitoring output rewarding productive employees.
- Developing need based training modules for developing multi skilled work force for cross utilization within sub processes for optimum efficiency.
- Interacting with employees to plan their career and evaluate the progress made as well as provide development opportunities, coaching and resources.
- Coordinate with senior management for devising & implementing appropriate operational strategies.
- Ensuring smooth transition & implementation of new process as per process specifications. Implement, review and report progress on the growth strategy for the tower.
- Develop, engage and retain talent through effective people engagement.

Education

MBA – Finance | 2006
Symbiosis Institute of Distance Learning – Pune/India

Bachelor of Commerce | 2003
Stella Maris College – Chennai/India

Certifications

Six Sigma Green Belt Certification

MS Office

Personal Details

Passport: Active ♦ **Emirate ID:** 784-1983-2584174-4 ♦ **Visa:** Resident ♦ **Nationality:** Indian ♦ **Age:** 36