

## Hemesh Phillips

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<b>About Me</b>	<p>Senior Manager - Operations with more than 15 years of experience in Telecom Sector with 15 years' service. Proven abilities in project management (Managed 3 projects for customer documentation process) handling .7 mn, 9.5 mn and 17.5mn respectively. Excellent communication skills and Seeking challenging position in company with opportunity for advancement. Expert in Customer Service experts with proven ability to effectively lead big size teams in various situations. Strong problem-solving abilities, committed to achieving goals with skills. Vendor, Logistics management along with Customer service Management. Warehouse Management wherein managed 5 Warehouses while handling 9 crore documents.</p> <p>Operations Management where I handled 144 offices and team of 174 people in past assignments, apart from the 2 agencies which have a manpower of more than 2000 people.</p>
<b>Skills &amp; Abilities</b>	<p><b>Customer Service</b> <b>Logistics</b> <b>Business Operations</b> <b>Team Management</b> <b>Warehouse Management</b> <b>Process Compliance and Audit</b> <b>Training</b></p>
<b>Experience</b>	<p><b>April 2020 – June 2020</b> Support Associate, Sunduns Recruitment Services LLC</p> <ul style="list-style-type: none"><li>▪ Worked as and Support Associate in the Project of Etisalat and DoT. Was taking care of mapping the smart watch with the Etisalat Sim.</li><li>▪ The same smart watches were distributed to Covid19 patients for tracking</li></ul> <p><b>July 2015 – November 2018</b> Senior Manager Operations, VODAFONE IDEA Ltd</p> <ul style="list-style-type: none"><li>▪ Identified client's needs and oversaw the delivery of services within the context of business while providing support to sales teams. Managed operational issues by understanding impact, identifying solution operations, liaising with technical architects, key suppliers, managed service partners and business owners</li><li>▪ Led the customer focus in all restorative and resolution activities in a collaborative manner and drove improvements to the customer's experience. Maintained a proactive approach to operational and service issues, ensuring KPIs and SLAs are met</li></ul>

- Developed initiatives to provide continual service improvement, process adherence and enhancement, while driving efficiency of service. Tracked and followed-up the performance of the services delivered to the customers, ensuring the quality of the delivered services and the respect of the contractual agreements
- Managed the activation of new numbers with TAT; managed TAT for all service & operational transactions
- Ensured timely training to and communication with channel partners and sales team across Madhya Pradesh and Chhattisgarh state as per the guidelines laid by the DOT
- Managed vendors accountable for customer application form management and monitored their performance. Ensured timely flow of customer application form management- from market to warehouse; reduced customer complaints related to document barring in order to improve the customer experience.
- Consistently ensured compliance with regulatory guidelines laid by Government of India under Ministry of Telecommunications (managed by TERM Cell - Telecom Enforcement, Resource and Monitoring Cell). Interacted with managers and team leaders through skips and 1-1 discussions, documented the training and development needs and provided feedback to low performers to achieve/exceed targets
- Ensured documentation management process and regulatory compliances as per DOT guidelines. Sales – Sales of prepaid connections of Idea connections post the merged venture with Vodafone.
- Headed the team and handled the sales of the new merged venture. Warehouse Management- Provided administrative support to vendors, warehouse and clients with 3 warehouses catering to almost 9 cr documents
- Customer Service- Handled customer service, resolved agitated customer queries, not only the corporates and vendor related, but the one on one customer handling. Handled all the post merger queries of existing customers, resolving the issues, directing them to the right team along with training the customer service team for the new post venture operations.
- Training- Imparted training to all the Channel partners, retailers and distributors on regular basis. Regular training to agencies on documentation process at par.
- Audit- Periodically reviewed and audited the process compliance and performance. Addressed process related issues and review opportunities for improvement

#### **July 2012 – July 2015**

Manager, IDEA Cellular Ltd

- During the tenure as a Manager have received appreciation from Seniors for handling Identified client's needs and oversaw the delivery of services within the context of business while providing support to sales teams.

- Managed operational issues by understanding impact, identifying solution operations, liaising with technical architects, key suppliers, managed service partners and business owners
- Led the customer focus in all restorative and resolution activities in a collaborative manner and drove improvements to the customer's experience.
- Maintained a proactive approach to operational and service issues, ensuring KPIs and SLAs are met. Developed initiatives to provide continual service improvement, process adherence and enhancement, while driving efficiency of service
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- Warehouse Management- Provided administrative support to vendors, warehouse and clients with 3 warehouses catering to almost 9 cr documents
- Customer Service- Handled customer service, resolved agitated customer queries, not only the corporates and vendor related, but the one on one customer handling

#### **July 2009 – July 2012**

Assistant Manager, IDEA Cellular Ltd

- Managed the Prepaid Department mandates, providing leadership and facilitating work processes to achieve high performance standards.
- Assisted in managing, retaining, and expanding client relationships for all prepaid programs.
- Monitored the performance of branch operations team while achieving higher level of customer satisfaction.
- Applied established prepaid card policies and procedures to streamline operations and ensure customer satisfaction.

<b>Education</b>	<b>DAVV University – B.Com</b> 1999
<b>PERSONAL DETAILS</b>	<b>Date of birth :26-09-1977</b> <b>Nationality :</b> Indian <b>Visa status : Resident</b> - Wife Sponsored <b>Marital status :</b> Married
<b>Project</b>	<b>Revenue Generation / Indore INDIA</b> <ul style="list-style-type: none"> <li>• Aided with the Revenue Generation of 75 lac INR</li> </ul> <b>Project- Subscriber Segregation/ Indore INDIA</b> <ul style="list-style-type: none"> <li>• Headed successfully completed Segregation Project of 5 cr subscriber base</li> </ul> <b>Project- Pulping/ Indore INDIA</b> <ul style="list-style-type: none"> <li>• Undertook and completed Pulping Project for 360 Ton of Discarded forms</li> </ul>