

SUMMARY

Result-oriented and accomplished **Operations and Quality** professional with proven ability to assess and implement new systems and effective strategies to streamline operations and improve process efficiency. A strong communicator, bi-lingual in English and French.

EXPERTISE

- Client Relationship Management
- Global Team Leadership & Engagement
- Continuous improvement & Lean Management
- Strategic Planning & Policy Development
- Certified ISO 9001 Lead Auditor and Audits
- Enterprise Risk Management
- Training and Team Development
- Corporate Marketing & Sales Operations

EXPERIENCE

EGIS PROJECTS INC., Orlando, FL/Vancouver, BC (Global Engineering and Free Flow Tolling System Operations)

Project Manager**05/2018-08/2018**

Launched and implemented US operations (Orlando International Airport Visitor Toll Pass Project) for governmental agency contact center specific to transportation tolling operations. Responsible for hiring, training and leading a workforce of 45 customer service specialists and 6 supervisors for the airport project launch.

Key Accomplishments

- Managed relationship with executive team at both Greater Orlando Aviation Authority (GOAA) to establish contact center office in the airport premises and Central Florida Expressway Authority (CFX) for system software implementation.
- Identified business needs, established priorities and allocated resources to deliver CFX contractual requirements and maximize client satisfaction.
- Served as a single point of contact for issues impacting both operations and client software product to reduce risks.
- Developed, executed and administered policies and processes compliant with the project contract and corporate requirements.

Quality Manager**05/2014-05/2018**

Responsible for implementing and sustaining Quality Management System complying to ISO 9001 standard for Quickpass (Golden Ears Bridge toll operations and maintenance project) for TransLink. Led the company's process improvement and audit program covering all business processes from financial transactions to customer service operation, IT security and maintenance. Coached and trained staff on best practices, quality tools, process improvement concepts, and customer service excellence.

Key Accomplishments

- Conducted gap analysis to determine eligibility for ISO 9001:2015 compliance and guided fellow quality personnel for other subsidiaries in Europe and US.
- Successfully transitioned to ISO 9001:2015 standard with Zero Non-Conformances for 4 consecutive years.
- Designed and implemented new methodology for License Plate reading improving the accuracy rate from 97.5% to 99.2% leading to an annual cost saving of \$300,000.
- Trained the customer service team on privacy and verification policies resulting in a 60% improvement.
- Revamped the customer service centre procedures and processes resulting in increased team call quality performance from 86% to 95%.
- Implemented a quality audit software, Microsoft Access based to automate and streamline quality audit processes.
- Created the enterprise risk management process to assess company risks and presented quarterly reports to senior management resulting into traffic system maintenance improvements.
- Developed a tracker to assess skills, performance and behaviors of leaders for succession planning improving employee turnover rate by 12%.

...continued...

PROACTIVE RESOLUTIONS INC., Vancouver, BC (International Consultancy firm)

Client Relations Manager

05/2010-12/2013

Led portfolio management, sales operations and corporate marketing. Directed contract set up, client proposal development and provided market research as needed. Responsible for revenue assurance, monitoring and reporting of revenue attainment against goals. Developed and implemented processes to increase effectiveness of sales and service staff.

Key Accomplishments

- Re-activated dormant accounts, strengthening operations in the US increasing revenue by 20%.
- Implemented tailor-made Customer Relationship Management (CRM) Systems – salesforce.com for the firm.
- Led four marketing campaigns resulting in new business in Canada and US, enhanced public image and recognition.

INTELENET GLOBAL SERVICES, Louisville, KY/Ebene, Mauritius (Global Business Process Solutions Company)

Senior Client Services Manager

08/2008-01/2010

Relocated by company from Mauritius to the US to turn around operations of the Kentucky call center. Provided leadership to 5 account managers, 11 team leaders and more than 300 call center agents. Managed a portfolio of voice and non-voice accounts such as Orbitz, Cargo Express, New York Times, eHarmony and Cardinal Health representing \$27M of annual revenue. Oversaw training and development, work allocation, performance management, process re-engineering, best practices and client engagement. Served as liaison between call center and clients.

Key Accomplishments

- Restructured support operations and hired new team members that improved client satisfaction and call quality by 23%.
- Reduced call abandon rate from 12% to 7% and improved productivity from 68% to 85%.
- Reduced average handle time (AHT) by 40 seconds by identifying and reducing non-productive wait time.
- Reduced call center absenteeism rate by 6% and decreased employee turnover rate by 15% through performance management and clear incentive program.

Client Services Manager

10/2006-07/2008

Led Intelenet's new account starting from 12 employees and growing it to over 120 staff in a period of one year with P&L responsibility of \$3 million annually. Supervised 2 Account Managers, 1 Quality Manager and 6 Team Leaders ensuring all performance indicators, call centre metrics and client requirements are met.

Key Accomplishments

- Improved service quality metric by 17% by creating a standardized quality assurance and new-hire training program.
- Grew account operations by 300% in the first year.
- Turned around 30% low performing agents to highly performing staff through coaching and development.
- Developed and implemented several operational processes to create a robust customer service experience.

MAURITIUS EXPORT ASSOCIATION, Mauritius (private association regrouping Mauritius Export Community)

Marketing Manager/Lead Auditor

01/2000-12/2005

Responsible for business development, sales strategies; marketing plans and managing events such as Malcolm Balridge National Quality Award, international workshops and conferences.

Key Accomplishments

- Liaised and developed relationship with international organizations such as American Society for Quality, USA, City and Guilds, UK and many others around the world.
- Performed in Lead Auditor role for ISO 9001 certification, participants to annual Mauritian National Quality Award and acted as Proctor for American Society for Quality (ASQ).

...continued...

CERTIFICATIONS

PROJECT MANAGEMENT INSTITUTE – **Project Management Professional (PMP)**
SOCIETY OF CORPORATE COMPLIANCE AND ETHICS – **Certified Compliance and Ethics Professional (CCEP)**
INDIAN INSTITUTE OF QUALITY MANAGEMENT – **Certified Quality Manager (CQM)**
BRITISH STANDARDS INSTITUTE (BSI) – **Certified ISO 9001:2015 Lead Auditor**
BRITISH STANDARDS INSTITUTE (BSI) – **Certified ISO 9001:2008 Lead Auditor**
MAURITIUS STANDARDS BUREAU (MSB) – **Certified ISO 9001:2008 Lead Auditor**
AMERICAN SOCIETY FOR QUALITY (ASQ) – **Certified Malcolm Baldrige Award Auditor**

EDUCATION

CHARTERED INSTITUTE OF MARKETING, London, UK, **Bachelor's Degree, Marketing Management**
UNIVERSITY OF MAURITIUS, Mauritius, **Diploma, Management with specialization in Marketing**
INDIAN INSTITUTE OF QUALITY MANAGEMENT, Mauritius, **Diploma in Quality Management**
BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY, Vancouver, BC, **Certificate in Business Data Analytics**
CITY & GUILDS, London, UK, **Certificate in Quality Assurance**

PROFESSIONAL DEVELOPMENT

Kaizen, Lean Tools and Six Sigma, Team Building and Communication, Strategic Planning, Re-Inventing Strategic Human Resource Planning, Customer Satisfaction and Quality Function Deployment, Seven Best Practices of Successful Managers, Positive Approach to Problem Solving, ISO 9001, 14000 and occupational health and safety standards, Microsoft Project Essentials, Visio and Process Flowcharting, Microsoft Access, Advanced Excel for Business Analysis.