

Sameer Chawla

I have spent more than two decades within the Services Industry helping my clients implement and leverage superior views of delivery excellence by deploying resources in the most efficient manner to drive profitable business growth and create competitive advantage for my customers and solutions offered to them. The world of global delivery has solidified itself as a key driver of profitable growth, Innovation and continuous improvement during the same period.

This journey has taken my customers and me into newer geographies to create new capabilities and attract and retain the best talent to perform most complex tasks. I am thankful for these opportunities and experiences. My current focus is to bring my 26 years of experience in building and developing the team of young executives and turning them into entrepreneurs.

My specialty is creating and transforming organizations to focus on their client's success. My teams hunt for new opportunities, deeply understand their client's business challenges and craft innovative solutions to those challenges. My approach consistently results in achieving over 100% of revenue and margin targets, while exceeding customer expectation

- Leadership Skills : Innovation, Board of Director presenting, creating strategy & direction, mentoring, processes for revenue, sales & marketing
- Strengths Finder: Strategic, Futuristic, Ideation, Activator, Command
- Technology : Integration, Mobile, Analytics, Business Intelligence, Business Services
- Markets: Media, Telecom, Retail, Finance, Energy & Utilities, Hospitality, Recruitment & L&D
- Recent Customer Engagements: BT, AT&T, Google, SalesForce, Direct Energy, CitiBank, UBS, Pearson, etc
- Global Delivery Management : India, Poland, Malaysia, US & The Philippines

When I'm not working, I'm trying to bring the right amount of humour to life. I have found it's an effective approach to everything from raising young children to commuting via mass transit. A bit of laughter goes a long way, as does helping the next generation to learn skills for the future. They are simple principles, but ones that I feel pretty strongly about. This gives a pretty good picture of who I am. I like to lead, inform and make sure all are smiling just enough all the way.

Work Experience

BRIDGINGGAPS

Feb 2017 – Ongoing

“Bridging GAPS” is Advisory and Consulting company specialises in recruitment and staffing solutions. I am managing business with a team of 40 executives based out of Noida and Chandigarh providing staffing solutions at middle and senior level positions in ITES across the country.

- Leading complex project based US staffing needs in Cat-Risk and Data Analytics
- Managing team of timebound fulfilment of quality hiring of 240 for hospitality industry
- Led the project management team for the food delivery company

HCL Technologies Ltd.

Associate Vice President

2005 – Jan 2017

HCL Technologies Limited is an Indian multinational technology company, headquartered in Noida, Uttar Pradesh, India. The company has offices in 44 countries with a worldwide network of R&D, "innovation labs" and "delivery centres", and 120,000+ employees and its customers include 250 of the Fortune 500 and 650 of the Global 2000 companies. It operates across sectors including aerospace and defence, automotive, banking, capital markets, chemical and process industries, consumer goods, energy and utilities, healthcare, hi-tech, industrial manufacturing, insurance, life sciences, manufacturing, media and entertainment, mining and natural resources, oil and gas, retail, telecom, and travel, transportation, logistics & hospitality. It is among the top 20 largest publicly traded companies in India with a market capitalisation of \$18.7 billion as of May 2017

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Sameer Chawla

HCL Technologies Ltd. (Contd...)

I had the unique privilege of a very rewarding journey of over a decade and a half that saw me lead some of the most important and high visibility assignments for the company, creating unique proposition of blue ocean strategy for fortune 2000 customers and provide distinctive competitive advantage for my company. It was also very rewarding journey for me to grow from Manager to Associate Vice President over a short span of decade. Some of my achievements for the period are as follows –

- Managed \$24 Million/year P&L for a US customer
- Conceptualised and created HCL Malaysia centre in 2005, Centre grew to 200 people
- Selected as Delivery head for HCL Poland in 2010 that has now grown from 75 to 1400 FTEs
- Transitioned 1500 people CitiBank Capital Markets engagement from North America, EMEA, APAC including talent acquisition, onboarding and training
- Helped the team with contract closure of \$200 Million over last 3 years in my business unit
- Successfully mentored the transition and stabilization of \$125M contract from largest cloud service provider
- Managed delivery operations spread across India, Philippines, Poland, UK and USA
- Responsible for creating Robust transition of 90-Days for Investment banking operations of 1500 people in Gurgaon for setting underwriting process for the SFS Business of Citibank
- Successfully and timely staffing for Google in areas of hard to find skills like Search and Ad organization. The engagement included India local and global fulfilment in Brazil, Ireland, China and Poland
- Responsible for hiring and Onboarding of 5000+ people team across processes

Bharti Cellular Limited

Head CIG

Aug 2004 – Jan 2005

As the Head of Customer Interface Group, headed a team of 190 personnel across Four contact centres (2 managers, Assistant managers, agents at Lucknow and Delhi).

Overall responsibility of the department with the key word CUSTOMERS DELIGHT.

Responsible for the functioning of all the four call centers (Three Inbound and One Outbound)

Responsible for end to end operations including Client Servicing and customer interaction.

Facilitated in development of processes related to all the backend operations and played a key role in the launch of a new circles

HCL BPO Services

Operations Manager

Feb 2003 – July 2004

Managed multiple UK/US based projects as Manager Operations, Management of the Customer Satisfaction Index level as per the SLA with the client.

- Managed Clients, migration and other support functions viz. Finance, HR, technology.
- People Management
- Quality improvement of Service Level through Process Excellence
- Lead solutioning including Client Development
- Process Owner of Two US Based Mortgage clients with 90 people.
- Was awarded the BEST MANAGER OF THE YEAR 2003
- Commendation and Recognition Certificate for exceeding targets

Customer Advisors International 2003

Manager (Operations)

Jan 2002 – Jan

CAI is a Customer Contact Center (International Call Center) with its locations in Montreal, Canada and Delhi. As the head of India operations, I was responsible in handling all the back office processes, took care of the entire operational work. During the start-up operations, was responsible for successfully carrying out the implementation of five projects.

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Prior to Joining ITES industry I had a very rewarding career in hospitality industry from 1992 to 2000, I was General manager with R World Ahmedabad in 2000 (R World is Asia's biggest and India's First Megaplex). I also had very rich experiences of business and customer management with Holiday Inn & Quality Inn chains of hotels from 1992 onwards. I could provide details of each these tenures if interested

Professional Qualifications

- Hotel Management from Institute, PUSA, New Delhi, in first division - 1992 .
- Graduate in the arts stream with Public Administration and Psychology, Punjab University in first division with distinction - 1989