**ERNEST**

**EDWIN**

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Summary

Versatile, goal-oriented **Team lead** comfortable working on programs that have a high degree of complexity and are comprised of multiple projects. Long track record of completing large projects as well as numerous, smaller sized pieces of work. Able to anticipate, identify and respond to changing business priorities, and ensures that projects are delivered to the highest quality and within time. Has managed large highly visible programs and has always deployed best practices and resources to successfully conclude them. Right now, looking for a suitable position with an employer that offers opportunity to further polish these skills while learning new lessons about the business.

Skill Highlights

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| * Program management
* Strong decision maker
* Complex problem solver
 | * People Management (leaders,stakeholder and team)
* Innovative
* Creativity
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Experience

## Team Manager (Marketing)

 *Amazon Flex India, April 2020 – Present*

* Creating SOP for new processes and providing visibility of the process to stakeholders.
* Managed performance and behavior of 15-20 associates through effective 1:1 meetings, coaching, and mentorship.
* Executing multiple campaigns to improve the DP engagement and to reactivate the delivery partners who had stopped working in the last 30 days.
* Owning end to end communications platforms and executing them basis the requirement provided by the stakeholders. Creating content to roll out the communications (i) Safety, (ii) Refresher sessions, (iii) Hiring, (iv) Feedback, (v) Sentinel, (vi) Campaign and etc.
* Onboarding vendors and managing them to deliver the business requirements.
* Coordinating with the hiring vendors to fasttrack the hiring basis the delta provided.
* Supporting operations team to achieve station driven metrics such as (i) Reliability, (ii) DSR and (iii) RoBL  through interactive communications.
* Responsible for driving the tele calling team to generate insights on the station experience and about the Amazon Flex program.
* Conducting one on one with the team to understand the process gap and to ensure they are working in the finest environment.
* Responsible for improving the Efill rate and the acceptance rate through tele calling activity.
* Accountable for generating conversion percentage against the tele calling made.

## Team Manager (Karvy Digikonnect)

*Karnataka Bank, March 2019 – May 2020*

* Build priority action to critical queries and improve turnaround time and resolve the files.
* Managed performance and behavior of 15-20 associates through effective 1:1 meetings, coaching, and mentorship.
* Part of the Variance report meeting to review the team performance so that we team’s individuals meet their respective targets.
* Attending the Escalation calls with onshore clients to resolve issues in a timely manner.
* Reviewing the Audits calls so that all authorization has been completed so that we do not miss on our SLA on a daily basis.
* Preparing the ageing report so that we do not miss on SLA for the team.
* Conducting 1:1 for team members on a monthly basis to coach them to the next level.
* Have been up-skilled on all processes across the teams.
* Part of the Quality Team to help them to design new tools which were successfully implemented.
* Reviewing the appraisals for the team members & providing the feedback accordingly.
* Controlling attrition and shrinkage against the bench mark that is provided by the organization.
* Being POC for clients and creating a bridge for smooth operation in business.
* Preparing rag reports and ensuring backup or the replacement of a candidate.
* Meeting the KPI's (i) Occupancy, (ii) Quality, (iii) Connect per agent, (iv) Conversion, (v) AHT, (vi) Tagging.

## Team Manager (Aegis)

Jio & Vodafone *– Global, July 2017 – Feb 2019*

* Managed performance and behavior of 20-25 associates through effective 1:1 meetings, coaching, and mentorship.
* Implemented performance goals, monitor and evaluate against pre-set goals; subsequently design and implement action plans to resolve performance barriers as needed.
* Manage schedule, monitor adherence, time-off planning, and attendance in partnership with Workforce Management.
* Responsible to setup associate metrics which aimed to achieve right balance of quality and productivity contribution.
* Owned response to Leadership requests and social media escalations to avoid any negative DP experience.
* Supported and managed existing intake channels and the resulting execution related process. Accompanied with a data driven approach to improve intake associate accuracy, execution related quality while reducing handle time.

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## Senior Customer Associate (First Source)

*Vodafone - Bengaluru, Aug 2013 – Jan 2015*

* Successfully mentored and guided a group of 12 members as a Subject Matter Expert (SME).
* Reviewed and called out any modification required in knowledge resources. Consistently communicate updates on process feedbacks to the associates in a timely manner.
* Part of Mobile internet help desk to support pilot Project which later became operational across multiple marketplaces. Created multiple troubleshooting steps which helped to resolve customer problems resulting into a positive feedback.
* Provided coaching support on an on-going basis in consultation with Team Manager Responsible for supporting TM in driving key metrics for team, indicatively including but not limited to: i) Improve First Contact Resolution (FCR) metric ii) Improve Average Handle Time (AHT) iii) Improve the Service Levels iv) Monitor team productivity and efficiency Tenets. V) Analyze root cause of trending issues and participate in high-impact projects.

Education

Bachelors of Commerce – (June, 2014 – May, 2017)

**Bengaluru University**

**Class 12th, Central Board of Secondary Education**

**Class 10th, Karnataka Board of Secondary Education**

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Technologies

Tools: MS-OFFICE, HTML (learning), Photoshop,

 R, Quicksight

Operating Systems: Windows (All versions)

Technical Trainings OOPs concepts, Data visualization techniques

Communication Skills

* + - Exceptional verbal and written communication skills, including effective analytical research skills to enable discussion and interpretation of accounting legislation to present at regular meetings
		- Proficient at interacting with stakeholders through various means of communication – in meetings, via the phone and through email
		- Enthusiastically represents the organization at various networking events and responds positively to its needs and that of its clients

Personal Details

Name: Ernest Edwin

Father Name: Edwin Babu

Mother Name: Susheela

Date of Birth: 30/11/1994

Gender: Male

Nationality: Indian