Vandana Tekchandani
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PROFESSIONAL SNAPSHOT

A results-driven professional with strong customer centric skills and an agile approach to project management. Overall, 12+ years of cross-functional experience in Information Technology, Cloud Operations, Software Development Lifecycle, Strategic Planning, Project Execution, Administration and Management.

Demonstrated abilities of team management, reliability, problem solving & streamlining organizational processes. Possess a flexible attitude towards organization, clients and stakeholders.

End-to-end development of IT enterprise solutions. Requirement analysis, process reviews, design, testing and detailed documentation. Implementation with cross-functional teams.
Proven ability to support multiple projects with medium to high complexity. Consistent track record of on-time and on-quality delivery. A keen planner in operations with focus on top-line & bottom-line performance and expertise in determining company's mission & strategic direction as conveyed through policies & corporate objectives.

EDUCATIONAL CREDENTIALS

➢ Graduated in Bachelor's (English Honour's) from IGNOU.

TRAININGS

➢ ITIL V3 certified
➢ Diploma in Advanced Software Technology.
➢ Six Sigma Yellow Belt, MSOC and OMCTW Trained

ACHIEVEMENTS

➢ Special Contribution Award (June 2019)
➢ Employee of the Month award (December 2018)
➢ Customer's favorite award (May 2018)
➢ Employee of the Month award (July 2017)
➢ Customer's favourite award (June 2017)
➢ Customer's favourite award (May 2017)
➢ Quality Champ (April 2017)
➢ Employee of the Month award (February 2016)
➢ Customer's favourite award (January 2016)
➢ Certificate of Star Performer Award (July 2012)
➢ Certificate of Excellence for Top Score in Ease of Understanding the Customer (September 2009)
➢ Certificate of Outstanding Agent for Providing Outstanding Customer Service (June 2009)

SPECIALITIES

- ➢ Root Cause Analysis and documentation creating useful organization process assets.
- ➢ Planning & Organizing End to End Project Management phases (Initiation, Planning, Execution, control and closure).
- ➢ Extensive experience in Client Servicing, Workforce Management, Team Management, Service Delivery, Quality Management and Technical Support.

ORGANIZATIONAL SNAPSHOT

- ➢ Training Specialist – PrismHR since July 2019 till March 2021.
- ➢ Manager (Technical and Customer Services) – EPAY Systems since June 2015 till June 2019.
- ➢ Team Lead - HCL Technologies from February 2008 to December 2012.

ORGANISATIONAL EXPERIENCE

Training Specialist – PrismHR since July 2019 till March 2021

PrismHR provides a complete platform to manage payroll, benefits, and HR.

Specialties
SaaS provider, Human capital Management, Payroll Services.

Key Responsibilities:

- Coordinate and conduct virtual and live classroom product & new hire training.
- Regular content development and administration according to business requirement and upgradation.
- Deep analysis and planning of process for present and future training needs.
- Conduct ongoing needs analysis leveraging stakeholder feedback, employee interactions, and subject-matter-expertise to adjust learning strategy and curriculum.
- Develop and manage tracking and reporting progress on training progress.
- Establish and define the structure of the learning context.
- Develop and improve technical content and publication material including videos and presentations.
- Manage development, implementation, and continuous improvement of training programs, including ongoing learning opportunities.
- Identifying training gaps to help employees to improvise overall methodology.
- Integrate advanced technology into training session and educated employees on modern technological advancements.

Manager (Technical and Customer Services) – EPAY Systems since June 2015 till June 2019

EPAY Systems is a SaaS provider of human capital management technology for mid-size to large enterprises facing high turnover, tight margins and limited IT and HR resources.

Specialties
SaaS provider, Human capital Management, Payroll Services.

Key Responsibilities:

- Providing exceptional vision and leadership to lead the delivery of high-quality services and technology support services for our global network of customers.
- To ensure, business strategic alignment, organizational readiness, ITIL processes, operational services, customer engagement, and technical infrastructure support continually evolve and mature.
- Providing end to end integration to the customer with their payroll and workforce management by offering them a range of time saving services, including punch processing, mass batch work, timesheet management and payroll file generation.
- Preparing statement of work (SOW) and business review documents (BRD's) and own the SOW activities for new work for in progress/new projects.
- Conducting trainings/webinar sessions to ensure that the customer gets accustomed with the new product features.
- Drive service-level objectives optimize operational activities and bring visibility into operations through analysis, trends and measurement.
- Partner and interface with key stakeholders in the development, implementation and delivery of technology service objectives with our service providers, ensuring agreed upon objectives are aligned to business strategy, planned, and delivered.
- Apply operational oversight to processes and procedures, including any dependencies on other departments and/or internal stakeholders.
- Drive accountability of Service Delivery Team; monitor performance on SLAs through regular review.
- Ensure operational service gaps are corrected in a timely manner and acceptable to the business.
- Operations and Technology
- Actively participate in the daily operational activities/provide day-to-day support, proactive maintenance, and perform independent and complex system troubleshooting.
- Oversee the monitoring, maintenance, development, documentation and support of high quality, reliable IT systems and services.
- Respond to and promptly resolve unplanned outages through mitigation efforts to ensure the highest levels of adherence to standards and service level agreements.
- Coordinate and oversee root cause analysis efforts and recommend long-term solutions and risk reduction plans.
- Communicate to key stakeholder's important information about system maintenance, changes, events, and addresses concerns regarding any aspect of the services.
- Oversee and audit technical documents, presentations, briefings, white papers and other deliverables as required.
- Proactively anticipate, prevent and eliminate problems and risks by identifying and creating efficient fixes for any security risks, patches/vulnerabilities, etc.
- Work cross-functionally and interact with internal and external peers and managers to exchange complex information related to areas of specialization.
- Utilize expertise and technical knowledge to identify problematic areas and optimize existing environment to ensure uninterrupted service.

Team Lead - HCL Technologies from February 2008 to December 2012

HCL Technologies is a world's leading IT company catering to service areas comprising of Applications, Infrastructure, Engineering and R&D and BPO.

Key Responsibilities:

- Handling a Team of 15-20 agents.
- Formulating PIP (Performance Improvement Plans) for advisors.
- Develop Rewards and Recognition for the teams to ensure motivation.
- Act as the point of contact for communication of agents and other departments regarding payroll, IT and any other related concerns.
- Supervise the assigned team of Technical Support Officers responsible for inbound voice technical support to achieve all the internal and client SLA's/Metrics.
- Ensure schedule adherence and control attrition of team.
- Conduct performance appraisal for the advisors.
- Report performance related concerns and escalate issues to various departments, whenever needed.

Quality Analyst

Key Responsibilities:

- Primarily driven compliance and ensured that all process guidelines and policies are followed efficiently and appropriately.
- Run analysis on contact evaluations and highlighted trends.
- Coached agents based on evaluation trends and provided constructive and timely feedback to improve their overall capabilities and sales initiatives.
- Use trends to identify training needs and developed action plans.
- Support management focus on review of key drivers, metrics and operational processes that drive KPI results.
- Deliver and follow-up on development action plans.
- Demonstrated commitment to program internal customer satisfaction.
- Weekly present the team's data with action plans and improvements.
- Continual enhancement of agent performance by maintaining current understanding of program strategies.
- Conducting root cause analysis of the top defects identified each month and track action plans to remediate the top defects.

Technical Support Officer

Key Responsibilities:

- Troubleshooting Internet related issues for ISP Process (AT&T) following the flow charts and guidelines maintain the quality and client requirements.
- Worked in Tier1 desk and provided first level of technical support for windows operating systems, LAN/WAN, Routers, Modems, Software, Email Clients etc.
- Imparted on-floor process guidance throughout the tenure to new hires.
- Responsible for SLA adherence and deliver exceptional customer experience.
- Issue resolution and root cause analysis documentation.

PERSONAL DETAILS

Father's name: Mr. Arjun Kumar Tekchandani
Linguistics Skills: Hindi & English
Date of Birth: 16th July, 1981