

LOHITHA MOHANKRISHNA

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SYNOPSIS

- Dynamic professional with over **12+ years** of experience in the areas of **Operations, Vendor Management, Project Management, Client Interactions and Collateral Development**
- Trained on **Project Management Professional – PMP**
- Experience in developing **Strategic Partnerships and Vendor Management**
- Conversant at assessing **client requirements** and providing **quality deliverables** as per the requirement
- Ability to co-ordinate a wide variety of solutions into **one or more projects**, bringing a breadth of experience to the project and seeing the wider implications at all stages.
- **Strong Project management experience** in global environments & demonstrates ability to excel in a global matrix organization
- High calibre professional, customer service orientated and **ability to handle multiple functions** and activities in a high-pressure environment.
- Involve in **Forecasting & Planning Models**
- In depth knowledge and abilities of handling and motivating the team for optimum **performance and target achievements** while minimizing attrition and promoting performance measures and recognitions.
- Put in place **standard operating procedures, quality procedures** and ensure adherence to the same.
- **Highly analytical** and creative abilities with excellent skills in organization development and talent building.
- Achievement-oriented and dedicated with **strong leadership skills**.

CAREER SNAPSHOT

Organization	Designation	Tenure	
Freelancer – Publishing Projects	Freelancer	Oct 2016 – Till date	6.5 years
Thomson Reuters	Deputy Manager	Jan 2011 to Mar 2014	3 years
	Assistant Manager	Oct 2008 to Dec 2010	2 years
Convergys Services Pvt Ltd	Team Leader	Sep 2006 – Mar 2008	1.5 years
Hewlett- Packard [HP]	Team Leader	Apr 2004 – Sept 2006	2.5 years
Accenture services Pvt Ltd	Customer Service Representative	Jun 2003 – Mar 2004	9 months
America Online Inc [AOL]	Customer Care Consultant	Sep 2002 – Jun 2003	9 months

PROFESSIONAL STRENGTHS

Project Management	Operations & Vendor Management	Performance Reviews / Management
Communication skills	Client Interfacing/Management	Training & Development

Strengths	Milestones Achieved
People / Project & Vendor Management	✓ Trained on Project Management Professional – PMP ✓ Initiated a project on cost optimization on Vendor Management, 50% savings with \$2.3m ✓ People Management expertise of handling more than 500+ employees in various projects ✓ Expertise in handling global partners – Handled 20 Vendors/Partners globally and ensured SLA's are met ✓ Initiated on Diversity project and successfully handled the non-graduate hires in Biblio project
Transition/Stabilizing Projects	✓ Successfully migrated new projects from US region ✓ Received Best Process Award in Thomson Reuters ✓ Received Awards of Excellence (Global) for New Project Migration in 2011 ✓ Successfully transitioned & delivered over 30 projects in line with Thomson Reuters Framework with best practice methodologies ✓ Multi-Projects stabilization ✓ Transitioned payroll process from Asia pacific region at Convergys ✓ Successfully transitioned EMEA process for HP Partners ✓ Received Award of Convergys Excellence for transitioning the process successfully ✓ Received Bronze award from Hewlett Packard for putting forth Good Communication, Presentation Skills and to establish stability of the process at the Bangalore Centre.
Client Interactions – Partners and Alliances	✓ Managed various external vendors throughout my career in past 12 years, ensured good rapport and maintained strong relationship with them. ✓ Interfacing and assessing customer requirements and set expectations to provide tailor made products/ services ✓ Participate in Key events/Seminars ✓ Interact with top management at Customer location and walk-through on product presentations ✓ Participated in all the major events across EMEA, Conduct Webinars, Seminars and Workshops ✓ Manage communication effectively with all stakeholders

AWARDS & CERTIFICATIONS

- Trained on **PMP** - Project Management Professional through Thomson Reuters
- Completed **MaTR** Certification organised by Thomson Reuters
- Certified **Green Belt training** organised by Hewlett Packard
- Received **Best Process Award** in Thomson Reuters
- Received **Awards of Excellence (Global)** for New Project Migration in 2011
- Attended workshop on **Leadership Qualities & Time Management** for two days while in Hewlett Packard.
- Received Award of **Convergys Excellence for transitioning the process successfully**
- Received Best Team Lead award for **2 consecutive months** in Convergys
- Received **Silver award** from Hewlett Packard for **Effective Transition** of the process & people management skills.
- Received **Bronze award** from Hewlett Packard for putting forth **Good Communication, Presentation Skills** and to establish stability of the process at the Bangalore Centre.
- Achieved **Reward and Recognition** from Accenture Services for **6 months consecutively** for exceeding the targets.
- Received **Roaring Tiger** from America Online for **3 months consecutively** retaining the members

PROFESSIONAL EXPERIENCE

Freelancer – Publishing Projects

Oct 2016 – Till date

- **Initiate, plan, execute, monitor, and close the projects** per service level agreement
- **Collaborate** with various teams to ensure smooth closure of the project
- **Develop and communicate** opportunities to develop further **synergies; analysis and benchmarking** across the partners
- Lead to **deliver projects** within the constraints of scope, schedule and budget
- **Execution and maintenance** of project management processes and disciplines in the areas of project scheduling; quality management; communications management; cost/invoice management and issue management
- **Explore** areas with scope for automation and work with Development, Test and Product Management teams to design and implement tools that significantly enhance the productivity
- **Status tracking** and reporting
- **Mapping** client's requirements and ensuring rendering of effective financial solutions in line with the guidelines specified by the publishers/customers
- Continuous interaction with the publishers/customers to ensure that their **areas of concerns** are worked upon for improving service levels and securing repeat business
- **Participate** in internal & **customer-facing conference calls**, demonstrations, and presentations in conjunction with partner resources
- Responsible and accountable for the coordinated management of multiple related projects directed toward **strategic business and other organizational objectives**

THOMSON REUTERS

Oct 2008 – Mar 2014

The world's leading source of intelligent information for businesses and professionals with 2012 revenues up by 6% and operating profit margin of 18.6%.

DEPUTY MANAGER – Jan'11 to Mar'14

- **Project Management/ Operations:**
 - Handled **100+ member team** for multiple projects
 - **Meet** all team SLA's consistently with all tangible measures on the **success** of effective planning, organizing & implementing parameters
 - **Successful business volume closure** at all times, in line with SOP and specified timelines in coordination with partner and other site
 - **Setting reasonable, challenging and clear goals** for all Projects and Partners and holding them accountable for meeting the goals.
 - Conducts **update meetings** with **functional areas and business owners** and track progress toward completion of tasks, milestones and action items
 - Involve in **Forecasting & Planning** for the operating model & reduction in headcount by 10%
 - **Control Attrition** - less than 10% and identify career paths for different levels within span of control
 - **Succession planning** at all levels and no single point failures
 - **To manage staffing issues** effectively that **impact** on productivity including appraisals, performance management, resignations, HR policies and procedures
- **Vendor/Alliances Management:**
 - Identified and Evaluated **vendor research, market conditions and competitor data**
 - Identified **opportunities, researched new product possibilities**, Identified **vendors from the global market for 7 new products**.
 - Initiated and successfully completed a project on **cost optimization** on Vendor Management - **50% savings with \$2.3 m**
 - Special focus on **"Voice of the customer"** and customer complaints reduction
 - Maintain **healthy relationship with customers** and **partners/alliances** and developed strategies to reduce issues
 - **Monitor partner performance**, identified all issues and recommended resolution to prevent its reoccurrence.
 - **Organize** monthly meetings and evaluated work of each partner.
 - Ensure partners maintain quality of services and incorporated all **organization standards**.
 - Special focus on **"Voice of the customer"** and customer complaints reduction
 - **Analyze and prepare reports** on partner spend and demand.
 - Analyse supply chain and **prepared reports** for effectiveness of programs.
- **Training:**
 - **Understand** and **create awareness** on relevant Thomson Reuters' products and services along with competitor's products
 - Responsible for **recruiting, training, developing, managing performance** of direct reports
 - **Devise & plan effective training methodology** – Identification of training needs, develop/update training materials, develop trainers & training plans to ensure successful migration of new projects or process change.
 - Analyse supply chain and **prepared reports** for effectiveness of programs.

- **Collateral Management:**
 - Ensured progressive Collateral Development and keeping up-to-date knowledge assets portal
 - Prepare **Product Presentations** and provide demo to the Partners/Alliances
 - Prepare presentations on Cost Optimization, Forecast & Planning, Budgeting and other client collaterals
- **Communications:**
 - Coordinating **communications programs** for production of event promotional materials and other collaterals
 - Implementing **communication strategies for product lines** to build consumer preference and achieve organizational targets
 - **Organize** monthly meetings and evaluated work of each partner.
 - Conduct **update meetings** with **functional areas and business owners** and track progress toward completion of tasks, milestones and action items

ASSISTANT MANAGER – Oct'08 to Dec'10

- Meet all team **SLAs - Quality, Productivity, Timeliness, Cost effectiveness** etc. and other management expectations.
- Training needs **identification and implementation**
- Report **remedial training** conducted and its impact on monthly basis
- Measuring **Team & Individual Performance** and provide regular feedback
- Develop **Team members and Team motivation**
- Effective **people management & manage appraisals**
- Conducting **regular team meetings and one on one meetings** and publish key findings.
- **Control & manage attrition** and single point failures
- Process improvements & Identify needs for **possible process automation**
- Accurate and timely **MIS Reports**

CONVERGYS SERVICES PVT LTD,

Sep 2006 – Mar 2008

A global leader with specialized knowledge and expertise to deliver outsourced solutions, consulting services and software support with a revenue worth \$1,803 million for the fiscal year ending Dec 2006.

TEAM LEADER

- Successfully **transitioned** the Asia pacific process for Payroll
- **Imparted training** to the new recruits to use the software along with in depth training on the process.
- Prepared **SIPOC, Process Flow and checklist** for the process.
- Participate in **Projects** to enhance or streamline processes/systems and increase efficiencies within the organization.
- The criticalities of this process also involve a weekly teleconference with the SME in Singapore and also prepare **weekly report** apart from interactions with the partners.
- **SLAs/SOW:** Strictly adhere to the service level agreements/statement of work and standards.
- **Scorecard** for the team members and disseminate the same every month
- **Analyze and review performance** of the post transition team agents, their impact on the floor metrics, prepare and generate reports and discuss the same with the management.
- Proactively handle **escalated issues** and organise fortnightly meetings with the customers and the management on team performance.
- Prepare **BCP plan** for APAC process which covers 90 clients of APAC region.
- **Collate** BCP plan, contact list, backup process for APAC region.

HEWLETT- PACKARD, Global e-Business Operations

Apr 2004 – Sept 2006

The largest consumer IT company with staff strength of 150, 000 employees and revenue worth \$79.9 billion for the fiscal year ending Oct. 2004.

TEAM LEAD/PRODUCTION LEAD

- **Team Management:** Conduct regular meetings to resolve team issues and establish strong inter personal relations to cohesively bond them together with the organisation and enhance contribution levels.
- **Create weekly metrics** for a team of 55 members for process QC (quality check).
- **Motivate, delegate and assign tasks** to the team members so as to achieve powerful synergies by integrating specialized skills and experiences of team members.
- **Performance Management:** Track performance and deploy actual activity data as the yardstick for productivity tracking while organising regular feedback sessions and performance linked incentives to boost the morale of the team members.
- Arrange **innovative events** as part of the team activity.
- **SLAs/SOW:** Strictly adhere to the service level agreements/statement of work and standards.
- Provide incessant support to the **internal customers** by adhere and meeting the targets.
- **Performance Review:** Undertake review of the performance team and share the same with the management.
- Proactively handle **escalated issues** and organise fortnightly meetings with the customers and the management on team performance.
- Successfully **transitioned** the **EMEA** process
- Active member of **ISO team**, responsible for disseminating information to the team.
- Conducting **training sessions** for new recruits and refresher courses for existing members in the team.

ACCENTURE SERVICES PVT LTD**Jun 2003 – Mar 2004**

A global management consulting, technology services and outsourcing company with operating cash flow of \$1.8 billion net of property and equipment additions of \$0.3 billion for fiscal year 2004.

CUSTOMER SERVICE REPRESENTATIVE (CCC)

- Troubleshoot the escalated inbound technical queries – Connectivity and browsing issues of one of the top most clients (SBC – YAHOO!)
- Conduct training for the new recruits and also for the existing members and guide team members on improvement of individual performance
- Organize weekly meetings for the bottom performers and handled escalated issues that required discussion on a higher level.
- Manage performance of the team through regular calibration and mock call trainings.
- Ensure availability of latest knowledge on products/process across the team and floor.
- Ensure issuer's expectations for higher quality and calculations without any amendments.
- Redesigned the process and effectively reduced errors.
- Maintain stringent quality standards by regular assessment, feedback and development & appraisals.
- SPOC for Internal Quality responsible for the overall floor and Floor briefings.
- Directed, mentored and motivated the team and improved their contribution levels.
- Undertook intricate analysis of the team members to identify the root cause.

AMERICA ONLINE INC [AOL]**Sep 2002 – Jun 2003**

America's leading internet service provider (A Time Warner Co).

CUSTOMER CARE CONSULTANT – RETENTION QUEUE

- Convince AOL members by giving value added solution to retain them.
- Conduct team briefings and handle inbound Netscape member's call and provide one to one feedback to the associates.
- Imparted training to the new recruits to use the software along with providing training on telephone etiquettes, accent training and training of saves/retention script.
- Analyze productivity of the associates, setting plan of action according to individual development plan.
- Point of contact (POC) and back up leader for the team.
- Conduct meetings and provide minutes of crew brief and de brief to the team leader in his absence.

TECHNCIAL SKILLS

Platforms	:	Windows-NT 4.0 Server & Workstation, Windows 2000 Server & Professional, Windows 9x, Windows 3.x, & DOS, UNIX
Tools	:	MS-Word, MS-Excel, MS PowerPoint Acrobat Reader, Internet Explorer, Netscape Navigator, Outlook express and other basic applications.

LANGUAGE SKILLS

English, Hindi, Kannada, Tamil

PERSONAL DETAILS

Date of birth	:	10 th June, 1980
Education	:	B.A. English Lit.,