

Webinar on
**EQ- THE GAME
CHANGER DURING
TURBULENT
TIMES**



LIVE

with : Mr. UDAY NAIR, Associate Director, EY

Date

4th August 2020

Time

12:00 P.M - 1:00 P.M



MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA

Accredited by NAAC with 'A' grade and Recognized by DSIR, Govt. of India

Listed in the National Institutional Ranking Framework(NIRF)2020 Rank Band: 150-200

An ISO 9001:2015 Certified Institution

**Report of the webinar organized by Macfast Corporate Relations on the topic
"EQ - The Game Changer During Turbulent Times"**

Macfast Corporate Relations organized a webinar through Zoom platform on the topic on "EQ - The Game Changer During Turbulent Times" 04^h August 2020 from 12.00 pm to 01.00 pm. The webinar was lead by **Mr.Uday Nair- Associate Director,EY**. The students of MBA, MCA and School of Bio science attended the webinar. A count of 286 participants attended the webinar.

#ZoomWebinarSeries9

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Top Skills

Performance Management
Team Management
Management

Languages

Marathi
Malayalam
English

Uday Nair

Associate Director at EY
Ernakulam, Kerala, India

Experience

EY

7 years 8 months

Associate Director

October 2019 - Present (10 months)

India

Assistant Director

December 2012 - October 2019 (6 years 11 months)

Wipro BPO

Operations Manager

February 2011 - December 2012 (1 year 11 months)

Navi Mumbai

Hutchison 3G

Contact Center Manager

October 2003 - July 2009 (5 years 10 months)

Hutchison 3 Global Services

6 years

Center Manager - Operations (Customer Service)

April 2008 - June 2009 (1 year 3 months)

Business Impacting

Responsible for the smooth day-to-day operations of the Customer Care department.

Leading a team of 5-6 Assistant Managers.

Ensuring the attainment of both service and operational key performance indicators.

Planning, strategizing, scheduling, process sign offs and performance management.

To assess, analyze and implement processes & strategies which would help simplify the entire end-to-end customer service cycle.

Planning and executing projects at a company wide level to enhance performance.

Ensure that internal and external audit recommendations are properly implemented and addressed.

Ensure accurate submission of management reports/data within set deadlines.

Contributing to the acquisition and retention goals of the business through effective planning and implementation of various projects.

Managing the Back office team which comprised of full time employees as well as contract staff. Ensuring the SLA's was met on a daily basis.

Customers / Stakeholders

To ensure professionally comprehensive and high quality advisory service is rendered to customers and complaints are handled effectively

Constructing inter/intra department relationships to ensure operational workflow between Customer Care and related departments are organized efficiently and timely

Gathering timely feedback on improvement of processes, efficiency and procedures.

Interacting with internal customers and stake holders, providing proper assistance and taking care of overseas communication & co-ordination as and when required.

Leadership & Teamwork

Play a leadership role by implementing action plans with the Assistant Managers, and across the team to increase quality of performance

Effectively driving the culture of the company down to all individuals in order to align and improve their performance.

Conduct effective and regular performance management appraisals.

Ensuring ongoing and continuous development of essential skill sets of the team

Team Operations Manager (Assistant Manager)

August 2004 - March 2008 (3 years 8 months)

Key roles

Responsible for operations on day - to day basis for a department of 250 employees, offering services to international customers in Australia.

Leading a team of 18 Team Leaders

Managing the back office team responsible for servicing queries and requests.

Performance Management, planning, strategizing, process sign-offs and effective stake holder engagement for the department.

Leading projects at a companywide level for enhancements of business.

Conducting interviews as a part of the recruitment drive to hire Team Leaders.

Acting as an escalation point for concerns raised by irate customers and ensuring the apt resolution is provided at the earliest.

Play a leadership role by implementing action plans with the Assistant Managers, and across the team to increase quality of performance
Effectively driving the culture of the company down to all individuals in order to align and improve their performance.

Team Leader - Operations (Customer Service)
July 2003 - July 2004 (1 year 1 month)

Key roles

Managing a team of 15 consultants and a Team coach in delivering customer service to customers in the UK.

High degree of result orientation towards achievement of both quality and quantity targets.

Responsible for briefings and debriefings on a daily basis.

Report generation to track down daily performance of the team vis-à-vis targets and deadlines.

Updating the management, operations support and other teams.

Second line escalation for customer contact when required.

Maintaining balance between FCR, efficiency, productivity and quality.

Furnishing the performance reviews for the team and briefing the team, in the capacity of a Team Manager.

Conducting interviews as a part of the recruitment drive in liaison with the human resource department.

Sitel

Team Leader

October 2001 - July 2003 (1 year 10 months)

Sitel India

Customer Service Executive

October 2001 - June 2002 (9 months)

Key roles

Technical support to customers located in the U.S.A.

Ensuring the first call resolution is met on each call.

Contributing to the team performance to the best of abilities.

Providing necessary support to overseas customers for orders placed online.

Education

Mumbai University

Bachelor of Science (BSc), Physics · (1996 - 2000)

Mumbai University
B. Sc, Physics · (1995 - 1999)

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