

Sajjan Kumar M

Group Leader - Operations

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Executive Summary

B.Tech graduate with 5 years experience in operations & quality. Professional experience spanning across multiple functions with proven expertise in people, quality and data management. Ability to create internal dashboards using HTML and PLX/ SQL queries. Well versed in understanding various data sets, derive actionable business intelligence to support and improve team/process quality. Currently seeking assignments as AM/ Manager Quality.

Experience Summary

- Monitoring individual/team performance trends and suggest ways to improve productivity & quality
- Well versed in design and monitoring of quality standards
- Hands-on experience of providing actionable data to various internal support groups as required
- Conduct calibration session on product policies
- Work with team leads to identify and coach bottom performers
- Spot variance in individual/ team’s quality performance and report high vulnerable products
- Conversant with HTML, Javascript
- Expertise in creating dashboards for data intelligence
- Knowledge on Google Spreadsheets with Google Scripts (VB Macros)

Additional Skills

- Handled projects from Requirement Analysis Phase and estimation to deployment phase
- Direct interaction with clients on Feedback and deliverables
- Handled critical real time incidents in multiple projects
- Hands on Experience in PLX Queries
- Hands on Experience in HTML and Javascript
- Created PLX Dashboards which are using widely among the Teams of Escalation Engineering
- Helped in the Transition of Peer to Peer Quality Model to standalone Quality model for the Project

Achievements

- Best Team Leader Top 100 Global - A top 100 Global award to recognize a team leader who excelled in all the operational metrics for the Year (Teleperformance DIBS. 2019)
- Best Team Leader Award - An award to recognize a team who excelled in all the operational metrics for Half Year (Teleperformance DIBS. 2018)
- Best Team Leader Annual Award - An award to recognize a team who excelled in all the operational metrics for the Operational Year. (Teleperformance DIBS. 2017)
- Best Supporter - Best Supporter Award to recognize the efforts of successfully Supporting the team numbers with respect to the product & project guidelines (Teleperformance DIBS. 2016)

Professional Experience

Wipro Limited, Hyderabad (Client : Google India Pvt. Ltd) | Sep 2019 - Till Date

Group Leader : Google Shopping | Sep 2019 - Till date

- Prepare quarterly team rosters to ensure capacity management
- Conduct team meetings to update members on best practices and continuing expectations
- Identify bottom performers and design action plans to improve performance
- Oversee design, development and implementation of product training
- Manage leaves and ensure staffing plan is intact
- Offered day-to-day analysis to stakeholders on project-related queries
- Conduct monthly one-on-one to identify potential EWS cases
- Manage/Control attrition using EWS data
- Provides regular updates to the management on trends, headcount, service delivery levels, team performance

- Provide end to end data analysis with adequate reasoning and probabilities for any operational challenges
- Ensure logical and calculated approach towards meeting weekly team targets (Productivity & Quality)
- Conduct the team meetings to identify calibration issues
- Identify potential grey areas and design action plans to weed out potential low performers

Teleperformance DIBS, Hyderabad (Client : Google India Pvt. Ltd) | Feb 2015 - Aug 2019

Quality Lead : Escalation Engineering | Aug 2018 - Aug 2019

- Responsible for overall product quality for 160+ Google products
- Support multiple team during new product launches
- Conduct calibration sessions for Mentors to ensure Quality SLA is met
- Liaise with stakeholders to identify grey areas and suggest appropriate measures to fix potential issues
- Audit tag quality on a weekly basis along with Product Specialist
- Work closely with teams missing quality and suggest measures to improve and meet client OKRs
- Work with MIS team to design and improve dashboards
- Preparation and presentation of client dashboards
- Work with multiple stakeholders and leads to ensure BAU in critical scenarios
- Liaise with GQC team to ensure adherence to defined SOP

Team Lead : Escalation Engineering | Dec 2016 - Aug 2018

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Product Mentor : Escalation Engineering | Dec 2015 - Dec 2016

- Training and managing new hires on product features
- Act as a SPOC to meet the team's productivity and quality OKRs
- Create and conduct PKTs to map efficacy of training
- Create new protocols/automation rules for feedbacks related to new version releases and high priority bugs
- Liaise with product specialists at google to identify product calibration opportunities
- Train team on new product launches/update management
- Conduct regular refreshers on high heat errors
- Taking daily refreshers/calibration sessions for bottom quartile population

IT-Analyst : Escalation Engineering | Feb 2015 -Dec 2015

- Triage user feedback (google chrome desktop browser) to categorize user issues
- Meet productivity and quality targets as defined by business
- Filed P1 bugs on google chrome desktop browser and got them fixed in the next build

Educational Credentials

- B.Tech, JNTU Hyderabad (2012)

Personal Details

Full Name : Sajjan Kumar Madishetty
Father Name : Sadanandam Madishetty
Date of Birth : 20th March, 1991
Blood Group : O Positive (O+)
Nationality : Indian

~ References available upon request ~