



YOGESH MODAK

PROFILE

I understand the importance of client relationship and winning trust as we become their preferred business partner. Understanding company goals and enabling teams and self to drive them has always been my approach. I focus on achieving results, building a strong and engaging culture, being flexible to the market and its customer demands.

CONTACT

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AREAS OF EXPERTISE

- Project management and Change management.
- Process Transition – Planning, Execution and Product adoption.
- Training and Development – Creating content, Managing and Execution.
- People management and Leading teams.
- Presenting Company strengths and Managing client relationship.
- Preparing case studies, Feedback surveys and Creating assessments.
- Experience of working with OEMs and Build long term relationships.

OVERVIEW

- Over 22 years of experience in various domains of Training and Development, Transition, Business Transformation, Account Management, Project Management, Cloud Consulting, Recruitment, Customer Success, Operations and Revenue Management.
- Last role Senior Manager Business Transformation.
- Experience in the BPO industry of 14 years contributing to various roles.
- Managing client relationship, helping them to get maximum ROI and increase adoption of the product has been my core objectives.
- I have worked with India, Australia and the United Kingdom regions in my career.
- Managed Customer Care, Technical support and Retention teams in Travel, Telecom and Media processes.
- Worked with Private and Government setups, large, medium and small enterprises.

WORK EXPERIENCE

Seource Co-sourcing Services Private Limited – Mar 2014 to Sep 2022 **(8 yrs 6 mths)**

Joined as a Customer Success Evangelist and Business Transformation Manager. Later promoted as a Senior Manager - Business Transformation.

- Driving net new sales for Google Workspace deals for Enterprise, Corporate, Digital natives and start-ups in India and EMEA region.
- Managed implementation of Google Workspace and Workplace by Facebook projects PAN India with 95% plus execution success score.
- Deployed G Suite and Workplace projects in the corporate space spanning more than 100 companies and in the Education space with over 50 institutes, covering more than 5 lakh teachers.
- Conducting QBRs, Pre and Post surveys, ensuring 90% adoption and 85% security score.
- Driving revenue goals through new and existing business, upsell and cross-sell products and promote professional and support services.
- Training CXOs, Early adopters and End users.
- Contractual and Commercial negotiations with clients.

Firstsource Solutions Limited – Dec 2005 to Mar 2014 **(8 yrs 3 mths)**

Joined as a Process Leader and was promoted to Assistant Manager-Learning and Development. Later took a lateral movement as Assistant Manager – Talent Acquisition.

- Managed Learning and Development team to support 800 associates for a leading Digital TV network in the United Kingdom.
- Identified Learning needs and developed Training strategies in conjunction with Functional heads.
- Delivered training to Customer Service and Technical support teams.
- Catered to Voice, Emails, Chat processes and Back-office operations.
- Worked with the Client team in the UK to design content and methodologies to achieve 95% CSAT scores and First Call resolution.
- Providing inputs for RFP & RFI for prospective clients & delivering presentations on business models.
- Creating Job descriptions and hiring suitable resources within the budget of the projects.
- Hiring through external vendors, employee referrals, job portals etc
- Recruiting the right talent as per the fitments requested by multiple processes working for different time zones catering to various services.

OTHER WORK EXPERIENCE

GTL Pvt. Ltd. - Feb 2004 - Dec 2005 (1 yr 10 mths)

Operations Team Leader promoted to Content Manager for the UK Telecom process

3 Global Services - Nov 2002 – Feb 2004 (1 yr 3 mths)

Training Team Leader for an Australian Telecom process

WNS Pvt. Ltd. (Subsidiary of British Airways) – Sep 1999 – Nov 2002 (3 yrs)

Revenue Management Associate later promoted to Customer Relations Associate

ACADEMICS

Bachelor of Science – May 1997

SIES College, Mumbai University

Post Graduate Diploma in Tourism and Travel Industry Management – February 1999

Garware Institute, Mumbai University

Diploma in Human Resource Management – August 2002

Welingkar Institute, Mumbai

CAREER MILESTONES:

- Testimonials from clients on successful implementation of projects.
- Providing G Suite and Workplace training to the customer at their onsite location.
- Representing Firstsource at various Customer and Industry forums.
- Knowledge transfer for projects in 3G (Australia) and Firstsource (UK)
- Leading the Pilot project for Back office operations and Email processing for the UK and Australian Clients.
- Awarded Training Manager of the Year, 2009.
- Worked on Six Sigma projects.

ACHIEVEMENTS AND ACTIVITIES

- Trained at Air India, Mumbai International Airport for ground operations comprising of Departures, Arrivals, Transit, Baggage claims and special handling.
- I was a visiting faculty for Marketing Management and International & Rural Marketing for MMS and BMS, at the Thane College of Arts & Commerce, Thane.
- Trained in Horse-Riding, Meditation, Rifle Shooting and Self-Defence from Bhonsala Military School, Nasik.
- Was a Mountaineering instructor at several camps organized by the Home Guards department – Government of Maharashtra.
- I have conducted several Blood donation, Eye care, Aids awareness, Child education camps and programmes through National Service Scheme (NSS).
- Proficiency in Musical instruments like Guitar, Organ & Harmonium.

SKILLS AND TRAININGS

- Recruitment cycle management – Candidate Mapping, interviewing skills and techniques, conducting induction programme.
- Public Speaking – Anchoring debates and award functions.
- Trained on – Business Negotiations, Mind mapping, Time management, Stress management, Email etiquettes and Presentation skills.