

Counselling and Education Experience summary:

A keen learner of human behavior and different aspects of applied psychological theories. Attended multiple workshops on human behavior, therapies and allied topics, over the years, conducted by reputed organizations including NIMHANS (National Institute of Mental Health and Neurosciences)

- M.Sc. in Counselling and Family Therapy, 2020 – IGNOU
- B.A in Psychology, 2014 - IGNOU
- Certificate in Life Skills, 2013 - Banjara Academy, Bangalore
- Diploma in Counselling Skills, 2014 - Banjara Academy, Bangalore
- Counsellor / Therapist since 2014 at Banjara Academy –
 - Counselling (Rogerian) on emotional issues for all age groups
 - CBT (since 2018) practice as per counselee needs
 - Faculty for Counselling and Life Skills courses covering aspects of human behavior and counselling skills
 - Conduct CBT workshops as the principal faculty
 - Conduct workshops at schools, colleges and universities for students and teachers
 - Involved in curriculum design for the courses at the academy
 - Mentor Counselling and Life Skills courses students
- Faith Foundation (NGO) 2016 – 2018 – Sexuality education for children at primary, secondary and pre-university levels.
- Consulted for E & Y on two projects, in 2020 and 2022, on upper management assessment on Leadership and Customer Success aspects
- CSR consultant for Amar Seva Sangam (NGO for differently-abled, since September 2014)

Corporate Experience Summary (1985 – 2014)

- Seasoned Customer Success & Support professional with proven India & Global experience in successfully delivering mission critical support. Experienced in setting-up, growing teams and ramping up operations of TAC, supporting Service Provider, Enterprise and SMB markets, for over two decades. Over 13 years of People management experience – coaching for performance management / review, initiative setting and development planning.

Educational qualification:

Diploma in Electronics and Communications Engineering, University of Madras - 1985

Duration	Role	Organization
July 2010 – Aug 2014	Director, India TAC Operations	Dell Software Group (SonicWALL till May 2012, acquired by Dell)
Dec 2005 – Jul 2010	Director Juniper Global TAC	Juniper Network India Ltd
Jan 2001 – Dec 2005	Engineering Manager / Advanced Services	Cisco Systems India
Apr 1999 – Dec 2000	Customer Support Engineer, Switching TAC	Cisco Systems, San Jose
July 1998 – Apr 1999	Network Engineer	Ubics Inc. USA
Jun 1995 – June 1998	Customer Support Engineer	NCR Corporation, Muscat, Oman
Sep 1989 – May 1995	Customer Support Engineer	Suhail and Saud Bahwan, Oman
Aug 1985 – Sep 1989	Field Engineer	Wipro Information Tech Ltd, India

CORE STRENGTHS

- Over 25+ years of Customer Support experience in product / technology and Advanced Services. 4 years in Engineering (product development)
- Experienced in supporting Major Global Service Providers / Enterprise Accounts and SMB Customers through tailored Support services and processes
- Partner with Service Teams and Leaders across geographies for seamless support continuation
- Teamwork & Collaboration – engagement with Sales and Engineering teams across geographies
- **ISO 9002 / TL9000** - Create, implement & monitor processes for Customer Support processes and labs
- Leadership skills – Strategy for support models, lead teams in customer support and product development
- Problem-solving skills - I have used in all roles to overcome challenges and guarantee high-levels of service continuity. Resilience enabled me to successfully overcome major disruptions, including during an acquisition, by effective communication.
- Sound understanding of Internetworking Technologies / Trends (CCIE – Routing & Switching), Data Centre and Cloud.
- Willingness to learn new technologies and processes has been a strength that has helped me grow in my career
- Escalation support for Field teams and Customers (Critical Account programs and CRITSIT)
- Support Partner management – identification, Statement of Work preparation and analysis of efficiency
- Excellent understanding of India Site-level processes and challenges

PROFESSIONAL EXPERIENCE

- **Director (Site Leader) for Dell SonicWall support team (24x7 operation, July 2010 – August 2014)**
 - Grew team from 65 members to 180 leading to significant cost reduction per case by extending Global support products / hours
 - Coached and built management team from within the organization and lateral hires to support the growth
 - Met and consistently improved on MBO of CSAT @4.42 and with Dell, NPS @8.7
 - Managed communication effectively during the transition of company from Public to Private (2010) and the acquisition by Dell (2012) leading to lower attrition
 - Voice of Global customers and specifically, POC for APAC field escalations – close collaboration with Field teams and Customers
 - Close collaboration with Support heads in Europe, USA and Japan
 - Successfully initiated and implemented a **Graduate Trainee program** to support SMB products
 - Review Tools efficiency, on an ongoing basis, with the IT and operations teams.
 - Part of India Core Site team representing Customer Support Organization
 - Team size 180 (3 Sr. Managers, 3 managers and 6 Team Leads)

- **Director (Site Leader) for Global technical support team at Juniper Network (12x7 operation, December 2005 – July 2010)**
 - Built the support team for the Core routing platforms and Switches, assimilated Security products support teams (acquisition) to provide 12x7 support out of India
 - Played the Escalations POC support role for Global customers during India working hours
 - Identified partners in India and transitioned Global Level-1 24x7 support for the Routing, Switching and Security products (CSS Corp and Infosys) – high quality tech support with optimized cost
 - Met and improved on site-wide MBO @4.4
 - Performance management and coaching of managers, Leads and team through 1:1 interactions, training opportunities and work rotation
 - Led the successful certification of TL9000 for Support processes in the India site (a first in Juniper CS team)
 - Customer-facing support Executive for India – QBRs for Reliance Communications, Bharti and other customers
 - Part of India Core Site team representing Customer Support Organization
 - Instrumental in setting up the first **Juniper Academic Alliance Partnership** in India – PSG College of Technology, Coimbatore, Tamil Nadu

- Team size 75 (3 Sr. managers and 2 managers)

- **Cisco Systems USA and India (April 1999 – December 2005)**
 - Sr. TAC Engineer at San Jose supporting Cisco Ethernet and ATM switches, Desktop protocols (Won Customer Satisfaction Awards) (April 1999 to Dec 2000)
 - Manager Development-testing, India site, for Layer 3 Switches and Catalyst 6xxx Switches.
 - Owned Engineering support of maintenance software releases for all Catalyst 6xxx Switches (Jan 2001-Jan 2005)
 - Manager Advanced Services supporting helpdesk for Voice technology support for APAC partners and Network analysis toolkit teams (Jan 2005 - Dec 2005)
 - India site job roles included building teams – hiring, training and managing performance
 - Proctored the CCIE lab on an ongoing basis – helped grow the business by providing Partners and Customers get certified
 - Team size ranging from 15 – 45 individual contributors and 2 managers

July 1998 - April 1999 - UBICS Inc., Pittsburgh, U.S.A

Role: Network Engineer

Worked on Bay Routers rollout for NCR Corporation at New Jersey

June 1995- June 1998 - NCR Corporation, Muscat, Oman

Role: Customer Support Service Engineer

NCR Corporation at Muscat, Sultanate of Oman. - Customer Support Service Engineer - Installed, configured and maintained NCR high end UNIX and NT servers. Got trained on CISCO routers, advanced UNIX system administration, Windows NT administration.

Achieved MCSE, Microsoft Certified Systems Engineer certification in 1996.

September 1989 - May 1995- Suhail and Saud Bahwan, Muscat Oman

Role: Customer Support Engineer

SSB at Muscat, Sultanate of Oman / Dubai - Field Engineer in the IBM Computers division -installed, Configured and maintained IBM PCs and PS/2 machines on SCO Xenix, SCO Unix and MS Windows operating systems..

August 1985 - September 1989- WIPRO Infotech, Chennai

Role: Field Engineer

Job role was as a Field Engineer. Installed, configured and maintained WIPRO's range of mini-computers running AT&T UNIX and WDOS (WIPRO's database operating system).