

NISHANT KALIA

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Deputy Vice President - Service Delivery Leader

Over 27 years of rich, cross-cultural experience in managing all aspects of Service Delivery, IT Operations, Project management, Vendor management and General administration across multiple locations with consistent success in delivering sustainable growth in Financial Services, Airline, Hotel and Travel domain

Achieved several awards and recognition for performance, team management and exemplary performance. Demonstrated hands-on management skills in the development and implementation of strategic plans for ensuring company's growth. Strong team builder and facilitator, fostering an atmosphere that encourages highly talented professionals to balance high-level skills and maximum productivity. Attended several Leadership and management training sessions. A regular participant at Golf tournaments in India and abroad.

- Strong Public Relationship • General Administrative Leadership
- Quick Problem Resolver & Decision Maker.

- Seamlessly managing and leading centralized helpdesk for IT assets for customers across PAN India including SBI Card MD office and SMT.
- Proven record of successfully managing and executing SMT strategy meets and IT offsite.
- Part of the core team along with admin and sourcing for hotel and event negotiations.
- Developed and implemented robust process and policies ensuring SLA compliance, maintaining 95% + customer satisfaction ratio year on year.
- Successfully automated IVR for helpdesk.
- Successfully migrated SBI Cards branches (Mumbai, Bangalore, Hyderabad, Coimbatore, Jaipur & Chandigarh) locations.

Professional Experience

Date of Joining: Feb'2003

Project Management	Service Delivery Leader
Productivity & Quality Management	<ul style="list-style-type: none">• Providing L1 to L3 support for End user IT services while managing a 90-member team with continued efforts resulting in better performance on all fronts.• Heading Site migration services for major sites across India and ensuring flawless operation transfer without effecting service.
Operations Management Client	<ul style="list-style-type: none">• Relationship Management with key IT & Telecom partners like Cisco, HP, Dell, TATA, Airtel, Reliance, Vodafone, and Xerox etc. to ensure prompt resolution to the employees.• Successfully planning and executing SBI card SMT strategy meets and IT offsite every year for more than 200 + employees. Managing within budgets and ensuring timely and cost-effective delivery.
Relationship Management	<ul style="list-style-type: none">• Organizing SMT strategy meets SLA governance of key end user IT services – endpoint support TAT, new employee on-boarding services, employee exit services• Creating and encouraging an atmosphere to help synergize cross-function activity including Central Help Desk team to deliver the best service for end-customers

Highlights

Strategic Planning

- Established measurable process & dashboard for office communication & EUS team
- Got Overall Performance boost with **98%** voice call penetration at central help desk

Process & Quality Management

- As part of persistent approach to improve customer experience and productivity, implemented Centrex for internal customers across India thereby reducing telecom outages from **40% to 97%+ uptime**
- Proactively demonstrated leadership skills through engagement, leadership and coaching L1 through L3 level staff thereby ensuring the milestones are achieved

Operations Expansion

- Proficiently sustained growth by delivering ~10% cost cut on an overall spends of Rs 30 Cr for 2023

Senior Manager, Operations, GE Money & SBI Cards, Jan'09 - Dec '10

Human Resource Management

- Managed ~3500 outsourced employees PAN India from 4 key service providers namely Manpower Inc., Kelly Services, Team Lease and Ma Foi across BU's covering sales operations, collections, customer service, legal, printing and embossing, originations, etc.

- Strategized and streamlined productivity, training, recruitment and other aspects to enable a productive environment

Compliance

Relationship Manager - Project Embrace (Quality) GE Money - North and East India - Jan '07 - Dec '08

Vendor Management

Enhanced productivity & compliance through result-oriented approach to Vendor Management of 40 manpower vendors to 4 compliant vendors with 2000 outsourced employees. Fine-tuned the complete operations to follow best practices and increased deliverability.

Regional Sales Manager (Personal Loan & Cash Cards) GE Money - Delhi, Uttar Pradesh - Retention Business - May '06 - Jan '07

Team Management

Ensured profitability by leading Personal Loans & Cash Cards for one of the key locations (Delhi) with a Team of 2 Area Sales Managers & 1 Territory Manager while upselling and cross-selling other products like Dual Shield Insurance

Other Professional Experiences

Area Sales Manager, Punjab & Haryana

Oct '04 to Apr '06

GE Money (Retention Business-- Personal Loan & Credit Cards)

Spearheaded the Personal Loan Business and generated exemplary results.

- In Punjab & Haryana, delivered growth of 35% by generating 30 Crores in 2005 as against 22 Crores in '04
- In Nagpur, achieved 100 % growth in 2004 with 22 Crores as against '03

- **Territory Manager**, Nagpur Mar '03 to Sep '04
- GE Money (Retention Business- Personal Loan & Credit Cards)
- **Sales Executive** Oct '02 to Feb '03
- Jet Airways Pvt. Ltd, New Delhi
- **Implant Head** Feb 1999 to Oct 2002
- Carlson Wagonlit Travel, New Delhi (Corporate Travel Management Co.)
- **Travel Executive** June 1996 to Feb 1999
- The Claridges (New Delhi), Five Star Hote

Accomplishments

- Received Compliance Hero Award for extending support in various Compliance initiatives and being instrumental in making seamless arrangements for setting up IT infrastructure in record time.
- Above & Beyond Silver Award for successful Bangalore migration, 2014 and Chennai migration
- Certificate of appreciation from CEO for Quarter, presented by M.S. Dhoni (GE Money Brand Ambassador) for cost rationalization ideas
- "The Best Project Award for increased outsourced Headcount Productivity"
- "Numero Uno Award" for Quarter for reducing sales files disbursement errors from 50 % to 10 % and taking the region to number one zone ranking.
- Letter of appreciation from President & CEO, GE Money for contributions & leadership in volunteering self to service the community while representing GE Money
- Star of the month award for exemplary performance in Nagpur (GE Money)
- Certificate of recognition by Senior Vice President – Insurance Business (GE Money)
- People Champion award for Quarter as recognition towards building, leading and developing a strong team in Punjab & Haryana (GE Money)
- Sherlock Holmes award for Quarter for establishing vendor management process, which was recognized as the National Best Practice, and replicated at all India locations. (GE Money)
- Awarded trip to Mauritius for Quarter 1 Best Business Award. (GE Money)

Academic Credentials

2009	Institute of Management Technology- Diploma in Human Resource Management
2002	All India Management Association (New Delhi) - Advance Diploma in Marketing Management
1999	Graduation B Com (Pass), Delhi University

Trainings Attended

- SBI Card Management and Leadership Trainings, SBI Card Sales and Marketing Trainings
- Core GE Leadership Trainings • Foundation of Leadership, Hyderabad (GE) • GE Building Essential Leadership Skills • Hiring the Right People (GE) • GE India Sales Forum (GE) • Effective Coaching Skills (GE)
- Customer Delight (GE) • Influencing Skills at GE (GE) • International ticketing & fare construction course (Japan Airlines)

Golf and Other Co-curricular Activities

- An enthusiastic golfer for over 16 years with active participation in Corporate Golf Tournaments like Delhi Golf Clubs, Expat Golf Cup, Lt. Governor's CUP 2024, Vodafone Corporate Golf Challenge, Audi Cup, Assocham and Mercedes Trophy since 2012.
- Won the Yatra.com, Corporate **Tournament at Bangkok.**
- **Runner up at Mercedes Trophy & Rotary Golf Tournament and ITC Classic Golf Tournament.**
- **Played Golf at Thailand, Sri Lanka, Indonesia, Australia, Scotland, Dubai, Doha, Spain.**
- **Two times "Hole in One" at Delhi Golf club**
- **Active member with Rotary Club of Delhi South, participating with Rotary's initiative of Cervical cancer vaccination and Blood donation.**
- Captain of School Football Team to win Zonal Level matches and received Certificate of Merit for March Past by the Delhi Administration for achieving 1st and 3rd Positions in Marching in 1992 and 1993
- Attended school level Art Competitions. Good at swimming.

Personal Dossier

An active contributor to society through selfless service with the RWA, Jangpura Extensions

Date of Birth: September 1st, 1976, **Marital Status:** Married
Father's Name: Mr. V. P. Kalia **Nationality:** Indian

Address: N-27 (A) 2nd Floor, Jangpura Extension, New Delhi, India.

Linguistic Abilities: English, Hindi and Punjabi **Date: -** 23/OCT/2024