

# Rupan J

Senior Manager

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A competent professional with **over 13 years** of experience in Project Management, Service Delivery and Customer Relationship Management. Proficient in management of the Project & Service Team, various process operations as per the set parameters & standards as well as experience of developing procedures for operational excellence.

Intend to be part of a company where I can use my potential to the fullest, to help in the achievement of organizational goals and improve my abilities. Seeking assignments in Project Management role / Service Management with a strong delivery process-based organization.



## Skills

- Business knowledge • Project management • Team management • Leadership
- Incident Management • Microsoft Office • Problem Management • Teamwork
- Critical thinking • Strategic Planning & Analysis • Delegation • Communication



## Certifications & Trainings

- **ITIL® 4 Foundation accredited by Axelos, 2022.**
- Customer Focus by Harvard Manage Mentor, 2021.



## Accomplishments

- Exceeded targeted results in customer retention, client expectations, sales, and support service, as well as other customer service goals.
- Achieved highest number of Sites Commissioned by any team PAN India in the FY'2013-2014 (IOCL), FY'2014-2015 (BPCL) & FY'2018-2019 (IOCL) within the tender delivery timeline.
- Applauded by the Customer for the best services rendered & achieving MOU target.
- Achieved highest number of change orders in a financial year leading to increase in revenue & profit for the company.



## Work History

**Aug 2022 - Current** - **Senior Manager** (Serve as the lead point of contact for all customer account management matters)  
*AGS Transact Technologies Ltd, Chennai, TN*

- Responsible for planning and coordinating all the activities required to perform, monitor, and report on the process.
- Act as escalation point for all the incidents handled by support teams.
- Coordinating with the different support team to restore the service within specified SLA & keep the Customer updated on the status. Escalate incidents at risk of breaching the SLA.
- Identify, initiate, schedule, and conduct incident reviews. Driving the bridge for major incidents. Keep users informed about the incident status at agreed intervals.
- Performed business analysis and Data analysis for proactive reduction in incident count and increasing stability in service operations ensuring high customer satisfaction.
- Review the Post Incident Report (PIR) for all high priority incidents (P1 & P2) and make sure the incident is thoroughly explained and documented with a root cause, deficiencies, and a recommendation to mitigate/prevent the future loss of the services.
- Drove the technical teams/vendors to complete effective root cause analysis within the set time frames and identify permanent solutions.
- Perform weekly Incident Trend analysis to identify new Problems and proposing solutions which can help to reduce the incident volume. Provides input to the Service Desk and technical teams for the analysis of incident data and identification of trend. Prepare Incident & Problem reports, defining and storing known Error and developing improvement plans.
- Opening a Bridge through involving all relevant Resolver Groups and continue the discussions till the Major incident is resolved.

## **Nov 2017 - Jul 2022** **Regional Manager**

*AtoS India Pvt Ltd, Chennai, TN*

- Responsible for managing day to day operations of 4 states with 80 employees including 4 state leads and 8 team leads.
- Primary customer interface responsible for development of business, and management of relationships.
- Business partner to customer, establish defensible barrier to competitors, maximize business potential of their customers, and act as primary supplier interface for all products, solutions, and services with customer.
- Responsible for achievement of revenue, margin plans and economic value-added goals.
- Build trust and credibility at all levels of customers' organization, including decision makers across customers' business functions and including senior management.
- Implemented and executed major incident management processes including invocation, ownership, escalation, communication, and restoration of service.
- Bringing in profitable growth in form of new opportunities within existing accounts, orders, and margin above set quota in support of annual operating plan.
- Established team priorities, maintained schedules, and monitored performance.
- Leveraged profit opportunities by recruiting top talent and managing brand image to exceed plan performance.

◆  
Apr 2016 -  
Nov 2017

## **Key Account Manager**

*Orpak Systems India Pvt Ltd, Pune, MH*

- Equivalent to Project Manager.
- Manages day to day and strategize, maintaining balanced approach to superior customer service and strategic account planning, quarterly results, and long-term account goals, proactively leads, manage, and execute disciplined sales process from start to finish, anticipate customer needs and requirements ensuring that they are met at every step of way from sale to execution, act as team leader internally and externally during entire sales process.
- Use customer organizational charts to outline customers' formal structure and roles in the buying process, identify the most influential stakeholders and create a relationship and business strategy for each of these key players, responsible for account retention and penetration, & customer accounts with growth potential.
- Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
- Improved account management by predicting potential competitive threats and outlining proactive solutions.

◆  
Sep 2012 -  
Apr 2016

## **State Operations Manager**

*Orpak Systems India Pvt Ltd, Chennai, TN*

- Part of Retail Automation team as State Operations Manager, Managing Rollout deployment of Automation system for Petroleum outlet of IOCL, HPCL and BPCL in state of Tamilnadu.
- Logistic planning, multi-Vendor management, building communication systems, cost control by minimizing travel, & Motivating engineers who need to travel frequently to remote locations at short notice.
- Managing a team of 20 professionals which includes engineers, team leads, & logistic team.
- Planning of process for smooth rollout, which includes training of engineers setting-up of communication process etc.
- Foster environment in which customer enjoys high levels of service and employees are motivated to deliver top performance.
- Seeking out, establishing, and maintaining relationships with operational contacts within each customer.
- Responsible for ensuring that Root cause analysis entries are identified during Major Incidents and RFCs created, tracked, and followed through to completion after service restoration.
- Collecting and analyzing data, then using it to plan and manage both projects and systems. Keeping costs down by focusing on reduction of leakage.

◆  
Jun 2009 -  
Sep 2012

## **Technical Service Engineer**

*Orpak Systems India Pvt Ltd, Chennai, TN*

- Installed, configured, and tested equipment on specialized platforms.
- Engaged in first-level support for customers requiring routine support and troubleshooting.
- Analyzed, troubleshot, and diagnosed problems and provided prompt repair and solutions.

- Worked cross-functionally within organization and external partners, integrators, and vendors.
- Monitoring incoming tickets, providing phone support, responding to email inquiries.
- Escalated and re-produced problem to internal development sources to reach solution.
- Created relationships with key decision-makers and served as external technical spokesperson



## Education

**Jun 2005 - Bachelor of Engineering: Electronics and Communication**

**Jun 2009** *Madha Engineering College, Anna University - Chennai*

GPA: 74%

**Apr 2004 - Higher Secondary Course**

**Mar 2005** *Henry Matric Hr.Sec School - Sathankulam*

GPA: 88%

**Apr 2003 - Senior Secondary Course**

**Mar 2004** *Henry Matric Hr.Sec School - Sathankulam*

GPA: 80.5%



## Languages

English, Tamil