

Rajesh Gopalan

Customer Success/Support & Experience Management | Enterprise Technical SaaS/UCaaS Support |

IASSC Lean Six Sigma Green Belt || Certified ScrumMaster® (CSM®) | Prince2 - Foundation + Practitioner Certified |

ITIL - Foundation + Intermediate - SO | Master of Business Administration (MBA)



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: Ragaei838616@outlook.com



: <http://www.linkedin.com/in/rajesh-gopalan-a5170bb7>

Certifications:

1. **ITIL Foundation** – (License ID: GR750163957RG) -- 2015
2. **ITIL Intermediate – Service Operations** (License ID: 5726516.20552152) -- 2016
3. **Prince2 - Foundation + Practitioner** (License ID: GR633086704RG / GR634044525RG) - 2017
4. **LEAN Six Sigma 6σ – Green Belt Certified** (License ID: 1095999) -- 2019
5. **Certified ScrumMaster®** (License ID: 001101582) -- 2020

Work Experience:

Manager - Customer Relations (Client Services & Project/Product Management)

Gabriels Technology Solutions India Pvt Ltd



<https://www.gabriels.net/>

(India)

March 2020 to April 2021

Service Delivery Manager

Futurism Technologies Inc



July 2019 to January 2020

<https://www.futurismtechnologies.com/>

Team Lead Manager



Cision PRNewswire

June 2018 to May 2019 <https://www.cision.com>

Senior Analyst - Global Service Desk & Infrastructure Operations



Elevate Services India Pvt Ltd

<https://elevateservices.com/>

January 2017 to November 2017

Technical Support Specialist - IT Infrastructure Operations



Gemalto

June 2014 to March 2016

<https://www.thalesgroup.com/en/markets/digital-identity-and-security>

Client Technical Support Associate

Dell



June 2011 to July 2014

<https://www.dell.com/en-in>

Process Advisor

Barclays Bank Plc



August 2010 to April 2011

<https://www.barclays.co.uk/>

Customer Service Officer

HSBC Bank Plc



December 2005 to March 2010

Key Skills/Knowledge:

Agile / Waterfall / KANBAN+SCRUM Methodologies in Project Management • SaaS / UCaaS Customer-Client Service/Support/Relationship/Experience Management • Incident Management (P1/P2) • Business Development / SaaS Pre-Sales Consultation & Operations Management • Team / People Management • Escalations / Email Management • Human Resource Activities / Grievances Management • Enterprise SaaS Product Technical Support / Service Desk / Helpdesk Management / IT Operations Management. • Training / Coaching • SaaS / UCaaS Product Management Operations Support • Contracts / Proposals Management • Policy/Procedures/SOP's/ KB Creation & Review Management



Indian Passport : Valid till 2028

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All informations in this resume is completely true and correct to the best of my knowledge and belief.

I hereby declare that all the above informations is correct and accurate. I solemnly declare that all the informations furnished in this resume is free of errors & each of the informations furnished above are fully verifiable by reaching out to the respective Human Resource / Administrative Departments with the original copies, which are available & will be submitted upon request.

