

Position	Project Management - Migration
Job Description	<p>Contact Centre Migration</p> <p>The person will need to provide project Management support for the migration of the contact center covering:</p> <ul style="list-style-type: none"> • Managing project governance • Tracking and managing delivery of the migration project <p>Being one of the most critical delivery channels across products, the role holder should support end to end Project Management support including stakeholder management and tracking deliverables and escalation for the smooth migration.</p>
Role & Responsibilities	<p><u>Roles and Responsibilities</u></p> <ul style="list-style-type: none"> • Works closely with the stakeholders on the migration planning, strategy development and execution of the same. • Coordinate with the vendor to ensure on time delivery of the tasks • Build governance structure and conduct the Governance meeting on periodic basis and share the actionable for tracking • Periodic publication of status reports, tracking deliverables and escalation to stakeholders to ensure timely execution of projects. • Tracking of the deliverables and highlighting potential risk items to Stakeholders for potential delays • Timely Completion of pending projects/integration/development • Increase in Sales Generation Increase the Scope of Outbound calling to improve the customer Retention and Xsell • Support in Outbound Campaigns - Product Information / Script Validations, Follow-up with Business team for Fulfilment / Feedback • Floor support for query handling, Monitoring staff adherence to SOP, ensure Quality of staff availability at CC through –certification & Training • Administrative support - Bill processing, Coordination with Facilities, Manage Leave and attendance process, Billing Process of FSL and PRI Line, Acs & Electricity, Unsolicited Commercial Communication Telecom Complaint • Forecasting and staffing requirements - Operational Efficiency Improvement, Tracking and reporting of Contact Centre Matrices, Fulfilment of EASE 4.0 requirements Complaint's handling, • Closure of all open observations resulting from various audits (IS, Concurrent/ PCIDSS etc.) Ensuring adherence to process, incident management process.
Job specific skills	<p>Applicants should possess the following attributes:</p> <p><u>Work Experience</u></p> <ul style="list-style-type: none"> • Over 4 years' experience in Project Management roles. • Min 2 years' experience in working as a Project Manager • Experience in working in Banking domain preferably in contact centre. • Experience in Migration Projects <p><u>Technical Skills</u></p> <p>Understanding of Industry Contact Centre Technology</p> <p><u>Behavioral Skills</u></p> <ul style="list-style-type: none"> • Excellent verbal, written Communication skills • Eye For Detail - Ability to identify potential failure modes • Analytical and Problem-solving ability • Good interpersonal skills • Able to Multitask and manage multiple activities

Educational Qualification	Graduation from a recognized educational institution in India / Overseas PMP/Prince 2.0 certification would be an advantage
Minimum Experience	Minimum of 6 Years of experience, of which at least 4 years of hands-on Contact Centre or Banking related project Management
CTC offered	Compensation will not be a limiting factor for the right candidate(s) and will be discussed on case-to-case basis