



Personal Information

Full Name

P.v. Ravi Kumar

Current Job Title

Sr Associate-WFM

Candidate Summary

A highly skilled WFM professional with extensive experience in call center operations, workforce management, and real-time performance analysis. Adept at optimizing staffing, scheduling, and intraday adjustments to maximize productivity, service level adherence, and operational efficiency. Proven ability to analyze key metrics (AHT, Service Level, Occupancy) and implement corrective actions. Experienced in utilizing WFM tools such as NICE IEX, Verint, Avaya CMS, and Genesys to drive performance and achieve client KPI targets. Demonstrated expertise in monitoring call patterns, managing agent adherence, and providing timely reports and recommendations to stakeholders. Possesses strong stakeholder management skills and a track record of driving process improvements. Proficient in MS Office suite and Power BI.

Educational Qualification

Degree and Specialization	Institution
B.Sc (2018)	Ambedkar University

Skills

- Knowledge of Various Factors affecting the Call Volume
- AHT
- Occupancy and Service Levels and other operational parameters.
- Capacity planning
- Scheduling and Real time monitoring.
- Forecasting

Work Experience Summary

From till To	Role	Company / Client
June 2024 - Till date	Sr Associate-WFM	Globus Info Services
July 2022 - May 2024	Tech Support Officer - WFM	Innovsource Services
September 2019 - June 2022	Associate	VSM Infotech

Work Experience Details

Company

Globus Info Services

Duration

June 2024 - Till date

Role

Sr Associate-WFM

Responsibilities

- Monitored and analysed real-time and intra-day call patterns to proactively adjust staffing and scheduling, ensuring optimal productivity, service level adherence, and operational efficiency.
- Actively monitored agent behaviours in real time regarding call handling, availability, and overall efficiency, promptly reporting any deficiencies to the operations team to drive immediate corrective actions and uphold operational standards.
- Manage agent adherence by tracking logins, breaks, and schedule deviations, and provide timely alerts to team leads.
- Execute intraday workforce adjustments including skill reallocation, overtime, VTO, and cross-skill movements.
- Coordinate with operations, scheduling, and training teams to minimize service level impact during unplanned events.
- Analyze interval-level performance reports (AHT, Service Level, Occupancy, and Abandon Rate) to identify trends and take corrective actions.
- Maintain accurate intraday performance dashboards and communicate hourly updates to stakeholders.
- Ensure real-time updates in WFM tools (e.g., IEX, NICE, or Verint) for schedule changes and shrinkage events.
- Provide end-of-day and intraday summary reports highlighting key metrics, SLA performance, and recommendations.
- Support scheduling and forecasting teams with intraday data insights for improved accuracy.
- Monitor multiple channels (voice, chat, email) ensuring

resource balance and minimal backlog.

- Tracking the real-time performance and providing the inputs to the operations on staffing AHT and other operational parameters to ensure we are achieving the client KPI targets.
- Adjusting the schedules in real time based on the Volume arrival pattern and trending operational metrics.

Company

Innovsource Services

Duration

July 2022 – May 2024

Role

Tech Support Officer – WFM

- Driving the performance for delivery partners across the globe, monitoring the performance and staffing and communicating them with the change in the requirement.
- Reviewing the performance for the sites and guiding the teams on areas to improve.
- Monitor and analyse call patterns, intra-and inter-day activity and adjust as needed in real time to ensure optimal productivity and efficiency.
- Create scheduling matrices that ensure achievement of Service level, schedule adherence and financially impacting goals, using projection and/or historical information.
- Providing Hiring plan to the vendors based on the future forecast demand and trend.
- Transforming the data from the different vendors to maintain and report in uniform format for analysing the business.
- Work directly with the client and site operations team on planning and implementing.
- Real time Adherence Support for Offshore Locations.
- Resolving tickets raised by operations team for the Telephony issues and Teams configuration.
- Create scheduling matrices that ensure achievement of Service level, schedule adherence and financially impacting goals, using projection and/or historical information.
- Create proper contingency plans to ensure that staffing remains as constant as possible in the event of an emergency.
- Prepare and disseminate timely and accurate reports to operations management and clients.
- Proactively monitor associate calling behaviours, efficiency, and availability and report deviation to operations team in real-time.
- Constantly monitoring & analysing Daily/Weekly/MTD

Responsibilities

performance for the businesses and providing suggestions to operations for improvement on timely basis to achieve the monthly goals.

- Work on driving changes and providing thoughts and to the leadership by building customer relationship in achieving the company goals.
- Trained newly hired employees on both WFM knowledge as well as program specific tasks.
- Tracking the real-time performance and providing the inputs to the operations on staffing AHT and other operational parameters to ensure we are achieving the client KPI targets.
- Adjusting the schedules in real time based on the Volume arrival pattern and trending operational metrics.

Company

VSM Infotech

Duration

September 2019 – June 2022

Role

Associate

- Monitor service levels and direct real-time forecasting to meet the call volume demand.
- The central point of communication between all call centres, management and client.
- Monitor intraday performance of call volume and staffing across multiple locations, to ensure ongoing service performance is maintained, identifying and responding to periods which require remediation tactics (e.g. adjusting schedules, cancelling offline activates, posting extra hours).
- Monitor, record, and escalate real-time schedule adherence impacts, including tardiness, absenteeism, and other schedule deviations.
- Coordinate with outsourced service providers daily, to ensure staff performance is meeting or exceeds acceptable standards.

Responsibilities

- Process and prepare forms, documents, and correspondence according to established procedures and research/coordinate the resolution of incorrect, missing, or unclear information.
- Process the documents in the required format.
- Review requests and determine if all necessary information was provided.
- Ensure that the assigned targets in accordance with the SLA metrics are met.
- Provide the relevant process reports daily.
- Share process updates and clarify doubts to the entire



team.

- Work with the client and stakeholders to design and configure all the required claims processing rules.

