



Personal Information

Full Name	Vinayak G
Address	Mumbai, India
Current Job Title	WFM – Real Time Analyst
Availability to join (in days)	7

Candidate Summary

Vinayak is a dedicated professional with extensive experience in workforce management and real-time analysis. He specializes in monitoring operational efficiency and providing actionable insights to improve service levels. With a career spanning roles at Hexaware Technologies and Sutherland Global Services, Vinayak has developed strong interpersonal and training skills, focusing on process improvement and resource optimization. He is based in Mumbai and holds educational qualifications from Mumbai University. His professional approach is driven by a passion for delivering high-quality work and maintaining excellence in workforce operations and customer service environments.

Educational Qualification

Degree and Specialization	Institution
HCS	Mumbai University
SSC	Mumbai University

Skills

- professionalism
- Interpersonal skills
- communication skills
- Workforce management
- real-time analysis
- Training
- process improvement
- Computer proficiency
- MS-CIT

Work Experience Summary



Timeline	Role	Company / Client
May 2024 - Jan 2026	WFM – Real Time Analyst	Teleperformance Global Business Pvt Ltd
Nov 2021 - May 2024	Real Time Analyst	Hexaware Technologies Limited
Oct 2018 - Jan 2021	CS Associate (Internal Process Trainer)	Sutherland Global Services

Work Experience



Company	Teleperformance Global Business Pvt Ltd
Duration	May 2024 - Jan 2026
Role	WFM – Real Time Analyst
Responsibilities	<ul style="list-style-type: none">• Monitored and managed workforce in real-time to ensure operational efficiency.• Provided actionable insights to improve service levels and reduce downtime.

Company	Hexaware Technologies Limited
Duration	Nov 2021 - May 2024
Role	Real Time Analyst
Responsibilities	<ul style="list-style-type: none">• Oversaw workforce operations and optimized resource allocation.• Collaborated with teams to enhance productivity and meet KPIs.

Company	Sutherland Global Services
Duration	Oct 2018 - Jan 2021
Role	CS Associate (Internal Process Trainer)
Responsibilities	<ul style="list-style-type: none">• Conducted internal training sessions for process improvement.• Supported customer service operations with professionalism and efficiency.