



BUSINESS SERVICES SUPPORT PROFESSIONAL WITH FOCUS ON PERFORMANCE

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Areas of Expertise

- Financial Business Analytics
- Stakeholder Management
- Service Catalogue Management
- Project Management

CAREER SUMMARY

Business Services Support professional & leader with a specific focus on performance and improvement of support services. Manage demand management of stakeholders and support functional areas with strategy & transformation program. Implement improvement initiative and responsible for process management. Act as a key member to bridge global level activities aligning with regional approach.

Overall rich experience of three decades in delivering optimal results & business value in for support services.

Currently I am part of the new Market Area structure leading the Local Administration Services (LAS) for Gulf Customer Unit Etisalat & Customer Unit Pakistan (CU ETP) in the Market Area Middle East & Africa (MMEA).

Prior to this role, I was the Improvement and Performance Manager for Regional Middle East managing Local Administration Services in the region reporting to Head of Local Administration Services, Region Middle East.

Prior to the above role, I was the Local Administration Manager for Gulf Council Countries (GCC).

I hold a Post-Graduation Degree in Business Administration and Bachelor's Degree in Financial Accounting from Madras University, India.

Experience

**LINE MANAGER ADMINISTRATION
GULF CUSTOMER UNIT ETISALAT & CUSTOMER UNIT
PAKISTAN (CU ETP)|
ERICSSON AB | 2017- 2019 |
BASED IN MMEA - BAHRAIN |**

I manage delivery of services efficiently with high quality, speed and a customer service mindset, accessible anywhere, at any time, from any device – providing best-in-class multi-functional shared services – to enable one global Ericsson.

Create a productive work environment for individuals
Create a productive work environment for own organization
Drive Performance Management (Process)
Drive Competence Management
Conduct Resource Management
Manage unit finance
Ensure execution of work
Embrace a customer service mindset
Enable new revenue

SRIKANTH MANI



Achievements

- Key Contributor 2016
- Team Award for driving the development of SMART tool (Service Mapping - Activities Resources Time)
- Region Middle East & Africa (RMEA Award –Nominee (Speed and Quality category)
- Best Employee” award in the first quarter (2011)

IMPROVEMENT & PERFORMANCE MANAGER | ERICSSON AB | 2013- 2017 | BASED IN REGION MIDDLE EAST & AFRICA - OMAN |

Analyze customer & stakeholder demand and incorporate the same in the LAS strategy and services details
Drive key performance vs. targets to accomplish the goals
Monthly Business Report (MBR) on the analysis of achievements, gaps & opportunities to the leadership team
Support leadership teams in prioritization of key improvement areas, linked to customer & business value
Identification of key issues, root causes & decision-making/ prioritization of solutions
Support in validation of the operational results of the improvements, as well as support in translating the results to financial impact
Encourage re-use and act as “improvement reuse” broker
Support the organization in ensuring continuous/day-to-day improvements
Ensure governance of the common improvement portfolio in existing leadership team meetings or separate events.
Actively follow-up the balanced score card vs. target owners & drivers

LAS MANAGER – GULF COUNCIL COUNTRIES (GCC)| ERICSSON AB| 2013 | BASED IN REGION MIDDLE EAST & AFRICA - OMAN |

Coach and lead the team
Optimize budget utilization
Understand the needs of stakeholders, end-users & customers making it relevant for them. Set and follow-up Manage the delivery of services efficiently with high quality, speed, and a customer service mindset
Drive business value creation
Individual targets and get commitment
Follow-up performance of individuals
Manage unit administration activities such as time reporting, approvals, Human Resources Management System. (HRMS)
Recognize and award the performing team members & implement best practices
Share knowledge and use collaboration tools
Encourage creativity and innovation
Translate and communicate vision and strategies into local plans
Standardize processes and automate where possible
Create information that is easy to find and easy to use for all users, allowing for increased productivity

SRIKANTH MANI



Other Training Programs

- LEVEL 1 Assessment – PDI Ninth House
- Leadership Program – Leadership Core Curriculum (LCC)
- Various Administrative Trainings

EXECUTIVE SUPPORT - COUNTRY MANAGER/KEY ACCOUNT MANAGER (KAM) |ERICSSON OMAN LLC | 2004- 2013 | BASED IN OMAN

Executive support to the Country Manager and the KAM
End-to end support on all activities related to executive support.

ADMINISTRATIVE SUPPORT ROLE| VARIOUS REPUTED ORGANIZATION| IN INDIA & OMAN | 1987 - 2004 | BASED IN OMAN & INDIA

Education

POST GRADUATION IN BUSINESS ADMINISTRATION MANAGEMENT | SYMBOSIS INSTITUTE, INDIA

- Major: Human Resources Management

BACHELOR OF COMMERCE | MADRAS UNIVERSITY, INDIA

- Major: Financial Accounting

Personal Profile

From: Chennai, India and currently based in Bahrain after 25 Years stint in Oman.

Family: Married and wife (Sudha) is a house maker, Have two kids (daughter Sruthi – 20 Yrs. old) and (son Shyam – 15 Years old). Sruthi is a rank holder in school and a good sports player. Shyam is good singer and trying to excel. Both loves painting and trying to enhance their skills.

Most interesting project; Smart Tool implemented for 10 regions to manage LAS SERVICES PORTFOLIO with increase efficiency and reporting. Accommodation Management – Short Term Assignment (STA)/Long Term Assignment (LTA).

Skills & talents I bring; energy and always prepared to work as a team player. Being in services function always try to walk an extra mile and exceed expectations.

I like: The professional and supportive approach in the team by sharing ideas, opinions and constructive ones.

Strengths: good with financial numbers, always need perfection in whatever to be done & detail analysis.

Weakness: detailed service mind approach sometimes leads to disruption in time management.

Srikanth Mani