



Bala (K. Balakrishnan)
Managing Director and Chief Executive Officer

CAREER INFORMATION

2004 onwards	Managing Director and Chief Executive Officer, Servion Global Solutions Limited
2001-2004	President, Servion Global Solutions Inc.
1996-2001	Promoter Director, Sales and Marketing, Servion Global Solutions Limited
1992-1996	Head of Sales, Motorola Max India
1986-1992	OEM Operations Manager, TVS Electronics Limited

KEY INITIATIVES AND STRENGTHS

Balakrishnan Kavikkal (Bala) founded Servion along with four other partners in 1995 to provide strategic consulting, Systems Integration, and professional services and to build multimedia products for the Contact Center industry. Bala brings with him 18 years of experience in the telecom and IT industries.

His strengths in marketing helped him set up full-fledged major account and channel management programs for Motorola as the Head of Sales.

Prior to his current position as Managing Director and Chief Executive Officer of Servion, Bala was President of the North American operations. He was instrumental in setting up the Sales and Delivery infrastructure in the US leading to aggressive sales growth even as the US economy underwent a downturn. Under his leadership, the US operation has grown 100% every year.

Bala's ability to build global sales networks has helped setting up operations and partners for Servion across Asia Pacific, Europe, and the USA. Bala has been the driving force in leading Servion's sales and marketing efforts worldwide in the IVR, CTI, and Call Center domains, making available best-of-class solutions since 1996.

Widely traveled, he has been associated with the conceptualization and design of numerous global Contact Centers. Bala holds a bachelor's degree in electronics and communication engineering from REC, Surathkal, India.