

# Dipak Bhati

## Profile

Lead the Customer centric customer support which lead the ground support agents and managers. Implementing various strategies to enhance customer satisfaction as well as to increase the brand value of the organization. Handling the operations of cross functional teams to achieve the business objectives. Creating/Maintaining SLAs to achieve NPS and determined customer centric targets.

## Education

## Employment History

### Independent consultant, Various SMEs

AHMEDABAD | 2019 - 2021

- ❖ Analyze Organizational operations
- ❖ Hiring of the Managers, Teams, Skilled professionals
- ❖ Achieve day-to-day & monthly objectives and business metrics
- ❖ Help managers to create and implement the customer centric policies.
- ❖ Prepare monthly and weekly reports on the departmental performance
- ❖ Thorough root cause analysis if the business objectives are not achieved.
- ❖ To create Performance improvement plans for poorly performing teams and individuals

### Operations Manager , Emxcel Travel Solutions Private Limited

AHMEDABAD | 2019 - 2019

- ❖ Oversee business strategy & analysis, sales & marketing and process re-engineering
- ❖ End-to-end product development, sales and SLA management for multiple brands
- i.e. Beepn'ride, Beepn'visit, Beepn'Stay, Beepn'Boook, Beepn'stay and Beepn'concierge
- ❖ Generate cross and upsell business, run email campaigns, existing customers nurturing
- ❖ Prepare the quotations, maintain the salesforce to achieve the targets within sales cycle.
- ❖ Spearhead the sales process for various products

### Lead - Operations/Customer Support, Zebpay



## INFO

### ADDRESS

B-12, BANSIDHAR PART -2, Chandkheda, Ahmedabad, 380019, India

### PHONE

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### EMAIL

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### NATIONALITY

Indian

## SKILLS

### COMMUNICATION



### MICROSOFT OFFICE



### G - SUITE



### ZENDESK



### ZUGATA



### ZINGTREE



### OPERATIONS MANAGEMENT



### STRATEGIC PLANNING



### TEAM BUILDING & LEADERSHIP



### NEW PROCESS SET UP/ EXISTING PROCESS RE-ENGINEERING



## LANGUAGES

### ENGLISH



### HINDI

- ❖ Headed the customer support consisting of **950+** people.
- ❖ Responsible for hiring, training, daily OKR achievements and performance management.
- ❖ Elevated the customer satisfaction **to 92%-95% from below 80%** in several quarters.
- ❖ Headed various LOBs such as voice with an average of **20000** calls per day, non voice support consisting of an average of **18000** tickets, social media platforms and grievance redressal.
- ❖ Successfully ramped up hiring as per the organizational requirement and made the team of around **900** people within **3 months**.
- ❖ Successful swapping of resources according to the surge in a particular Line of business.
- ❖ Forecasting and Manpower planning for the quarters.
- ❖ Implementing various processes and policies across departments to ensure the business objectives are achieved.
- ❖ Responsible for all the escalations which could not be resolved by other departments.

## **Executive, Vodafone Shared Services India - UK operations**

AHMEDABAD | 2014 - 2015

- ❖ Headed the escalation desk for the entire UK.
- ❖ Built and trained the team by identifying 40 skilled individuals across the team to handle the top escalated cases.
- ❖ Responsible for their performance, attendance, training and achievement of individual targets.
- ❖ Recognized for leading efforts in terms of extraordinary operation management
- ❖ Redesigned internal procedures and controls to tracking and development
- ❖ Analyze complex accounts and offer customized and impactful solutions
- ❖ Research on various tools to set quality standards and increase productivity

## **Customer Support Executive, Motif Inc.**

AHMEDABAD | 2013 - 2014

- ❖ Mentored ops and support teams for eBay UK's campaign
- ❖ Addressing issues and disputes from technical to user centered processes
- ❖ Achieve day-to-day & monthly objectives and business metrics
- ❖ Investigating loopholes in business process and provide customized solutions to build brand value
- ❖ Assign accountability to team members for quality & ensure adherence to new process standards
- ❖ Initiated cross training and employee development programs

## **Customer service representative, Etech inc.**

AHMEDABAD | 2012 - 2013

- ❖ Supported operations and customer support for one of the Leading US nutrition campaign
- ❖ Implement compelling processes to increase brand value
- ❖ Specialized in providing full range of solutions from technical to process related concerns
- ❖ Led customer facing operations for bottom line factors

## Courses

### Google My Business, Google

2019 - Present

## Hobbies

Motivational movies.

Travelling.

Exploring food and new places.

## Education

### Master of Business Administration in Marketing

Ahmedabad | 2017 - 2019

### Bachelor of science in Fashion Design

Ahmedabad | 2005 - 2008