

JAYDEEP JETHWA

SUMMARY

Highly motivated and results-driven professional with 8 years of experience in customer service and team leadership. Seeking a challenging position as a Customer Service Team Leader, where I can utilize my strong interpersonal skills, exceptional problem-solving abilities, and proven track record of delivering exceptional customer experiences.

EXPERIENCE

Operations Team Leader, 02/2015 - Current
TTEC India Pvt Ltd - Ahmedabad, India

- Managed on site and remote teams effectively through careful staff, resource and project coordination.
- Delivered operational excellence through outstanding team leadership, staff development and targeted process improvements.
- Communicated progress updates to clients, keeping operations on track to meet expectations and timeframe KPIs.
- Used exceptional planning and organisation skills to deliver necessary staff and resources across multiple projects.
- Demonstrated exceptional people management skills, providing bespoke feedback and coaching to develop high-performing individuals.
- Quickly identified root cause issues to enable optimal solutions, reducing future problems and delays.
- Analysed customer data to identify opportunities and improve relationships.
- Streamlined operations to consistently deliver on targets.
- Coached and trained more than 100 team members.

EDUCATION

Engineering, Electrical, 2015
Gujarat Technological University - Rajkot

- Engineering Graduate

CERTIFICATIONS

Analyzing Root Causes
People Management Creating Effective SMART Goals
Managing for Rapid Change and Uncertainty
Leading Teams Motivating and Optimizing Performance
Revenue and Margin Leakage Analyzing NRP Reports
Team Lead Facilitating Team Meetings
Time Management Planning and Prioritizing Time
Retention Strategy Attrition and Retention
Retention Strategy Early Warning Report
The Adaptive Coaching Model
Pulse Delivering Results and Handling Feedback



CONTACT

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SKILLS

- Workflow management
- Service delivery strategy
- Remote team management
- Operational management
- Team member engagement
- Analytical problem-solving
- Process improvement
- SQL
- PowerBI
- Six Sigma Certification
- Client relationship management
- Microsoft Office Suite expert