



SHAILESH GOSWAMI

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SENIOR SERVICE OPERATIONS PROFESSIONAL

Top-performing professional with **20 years** of unmatched track record of Service Delivery, driving organizational growth and profitability and delivering excellent customer service

PROFILE SUMMARY

- i am Provided best service and happy customer with excellence in spearheading customer service operations and ensure high levels of business performance and customer retention **across Consumer Durables, Consumer Electronics industries**
- Proven track record in **streamlining customer services by designing innovative systems& processes** to generate high value propositions for the customers & organisation; led and managed a dynamic team, analysed regional marketing activity outcomes and provided processes and procedures for quality improvement.
- Hands-on experience in **business continuity plan, business transformation, business process re-engineering, continuous process improvement and implementing best practices** across processes.
- Expertise in improving processes and operational metrics (such as AHT, NPS, SLA, TAT& CSAT) by initiating special projects and by driving best practices.
- Rich experience in People Management functions involving work allocation, planning & scheduling, staffing optimization, production headcount estimation, capacity planning and team motivation; front-led large sized teams of approx. 50+ members

CORE COMPETENCIES

Customer Lifecycle Management	Franchisees Operations	Escalations Management
Operational Excellence	Service Delivery Management	Revenue Enhancement/ Network Expansion
Training & Development	Team Building and Leadership	Stakeholder Engagement (Business/Customers)

Education Experience

January 2001' GMTI Gayatri Mobile Institute

I am working as a Hardware And Software Teacher with this organization Repairing and Service All,

April 2007' Nokia Care India PVT LTD

i am working As ENGINEER Hardware And Software Of Nokia Care North Gujarat

February 2010' INTEX Care India PVT LTD

i am working As Manager Handling North Gujarat Handling Question Query Escalation an Resolution

November'2011To 2020 SAMSUNG INDIA PVT. LTD.

i am working As Proprietor of SAMSUNG INDIA PVT LTD

(Acted as State Head of Gujarat delivered revenue growth worth 36% and attained first position in terms

Authorized Service Centres with a team of 25 members including mandatory services and customer retention)

Key Result Areas:

- Devised strategy to ensure consistent revenue growth, high partner ROI and low costs in the assigned geography through various service models while ensuring revenue growth and cost effective operations in the assigned
- Ensured effective Customer Lifecycle Management (CLM) and enabled powerful customer interaction resulting in significant business growth and profitability; tracked all service parameters related like speed & quality
- Translated business strategy into operational tactics; devised Business Continuity Plan for uninterrupted operations; identified service delivery gaps and established 'best practices' for reduced costs & improved service
- Drove projects on operational excellence; reviewed month-end reports on KPIs (productivity, customer satisfaction, internal quality and cost) and discussed appropriate strategic plans with top management

Highlights:

- Streamlined the spare system by ensuring minimum availability of spare parts with the franchisee
- Closely monitored the open complaints and ensured resolution with 85% TAT adherence
- Measured customersatisfaction using methods such as happy calling and recommended online feedback forms for enhancing the efficiency and achieved more than 95% CSAT Score
- Transitioned and stabilised Franchisee Claim & Complaint Management processin Gujarat
- Identified low-performing agents; conducted feedback sessions to improve performance & call rates per day
- Successfully implemented operational excellence plans®istered improvement ranging from 30 to 40%

EDUCATION

B.Com. Hemchndracharya North Gujarat University Patan 384265

IT Skills:

MS Office, Windows, Internet Applications and Mobile Apps Laptop
repaying software upgrading hardware changing

LANGUAGE

American English Hindi Marathi Gujarati Sindhi Kutchi

PERSONAL DETAILS

Date of Birth: 1st April 1982

Languages known: English, Gujarati and Hindi

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