

An optimistic and enthusiastic management professional with versatile experience of in hospitality, aviation ,Trainings and Ecommerce (Healthcare) domain

Professional Experience

1MG TECHNOLOGIES PVT. LTD. (APR 2019 – JAN 2020)

Senior Consultant, Training & Audit (Ecommerce Healthcare)

- Worked with leadership team on the development, implementation, and maintenance of **customer first culture** across the organization
- Conceptualized & executed the concept of front-line up-sell to increase business orders which **increased sales by ~15%** for diagnostic segment.
- Conferred with **sales teams** and team leaders to communicate targets, **boost revenue** & improve existing promotional strategies.
- Built and maintained relationships with key contacts at **potential clients, consulting companies** and **partners** in order to get access to new opportunities
- Implementation & Execution of **Training & Service Quality Audit** Programs (Droplet, Cure boat, Life craft & Nextgen)
- Established trainings to reduce the “Impolite behavior” related complaints.
- Designed **quality alert program** for accessing customer complaints and improved overall patient experience in their order purchase journey.
- Designed & Executed **customer-centric campaigns** like “**Earn the right to represent the customers**” and “**Fix-it**”

JET AIRWAYS (INDIA) LTD. (OCT 2002 – APR 2019)

Performance Manager, Operations, Training & Audit (Sep 2014 – Apr 2019)

- Planning, execution & delivery of training & development projects.
- Trained **300+ Crew members** & monitored cabin crew performance.
- Flight Audits to ensure compliance of policies and procedures.
- Execution of strategies to **increase on-board sale** of duty-free products.
- Carried out performance appraisals of large teams, including managers.
- Member of the **Crew Recruitment Panel**, India.
- Designed & conducted complaint investigation process.
- Identified & developed new processes to prevent errors.

Cabin Crew, Line Check Crew (Aug 2007 - Sep 2014)

- Led a team of 9 members.
- Improved and reorganized service operations in an efficient manner to cater customers' needs.
- Cross-trained shift staff in various tasks by rotating assignments on frequent basis.

Cabin Crew, Supervisor (Oct 2002 - Aug 2007)

- Conducted accurate aircraft audits.
- Established lost and found procedures.
- Supervised culturally diverse colleagues to accelerate service while maintaining quality.

LinkedIn Profile

www.linkedin.com/in/nikhildhawan11

SKILLS & MERITS

- Business Development & Sales
- Customer Acquisition & Retention
- Customer Centric Quality Audit
- Leadership Trainings
- Quality Audit Management
- Process Optimization
- Strategy Consulting

ACHIEVEMENTS

- Rewarded by 1mg Senior Management for bringing down the front-line behavior related customer complaints (2019)
- Managed performance, quality & on time performance, for Gulf Airways, Bahrain.
- Honored to manage the 2nd largest base of Jet Airways (Delhi).
- Recording improvements on the international flights, as a Performance Manager. (Jet)
- Conducting recruitment drives at domestic and overseas stations.
- Management appreciations received for overall performance since joining Jet Airways.

EDUCATION

- Bachelors in Commerce – Delhi University.
- Various e-Learning certifications (Multiple Professional courses – Learning & Development)