

Contact

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(LinkedIn)

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Top Skills

Digital Transformation

IT Cost Optimization

Revenue & Profit Growth

Languages

Hindi (Full Professional)

Marathi (Full Professional)

English (Full Professional)

Malayalam (Full Professional)

Certifications

Data Science Foundations:
Fundamentals

Artificial Intelligence Fundamentals

Career Essentials in Generative AI
by Microsoft and LinkedIn

Certificate of completion - Intro to AI
Agents and Agentic AI

IBM Certified - Prompt Engineering

Honors-Awards

Award of Recognition

Award for Process Excellence.

Quality Champ

Project "Sankalp"

Abhilash Rajjan

AI Operations & Customer Experience Leader | Scaling Operations
with AI Agents | Open to Senior Management Roles |

Thiruvananthapuram Taluk, India

Summary

I scale operations with AI, cut costs by \$250K/year, deliver 95% satisfaction, and grow revenue 30%.

****8+ years**** leading customer experience and operations teams in AI/Tech

Expertise in ****AI Agents, Generative AI, and AI-powered automation****

Track record: Built Karnataka's leading inside sales operation from 10 to 50+ professionals

Currently: General Manager at Xtreme Online Solutions, managing AI operations

****What I bring:****

- ✓ AI-driven process optimization and cost reduction
- ✓ Customer service excellence with measurable ROI
- ✓ Cross-functional team leadership (Sales, Operations, Tech)
- ✓ Hands-on with ChatGPT, AI workflows, and automation tools

Let's connect if you need a leader who blends tech vision with hands-on management.

Experience

Xtreme Online Solutions Pvt Ltd

General Manager | AI Operations

October 2017 - Present (8 years 3 months)

India

- Scaled AI-powered customer service operations from 10 to 50 + professionals serving Australian markets, achieving 95% customer satisfaction (industry avg: 78%) and delivering 30% YoY revenue growth

- Pioneered Generative AI integration in customer workflows, reducing average response times from 8 minutes to 6 minutes (25% improvement) and cutting operational costs by \$450K annually
- Developed cross-cultural management frameworks for seamless India-Australia partnerships, ensuring 24/7 service delivery across time zones while maintaining quality standards and cultural sensitivity
- Led digital transformation initiatives that streamlined customer engagement processes, resulting in measurable improvements in client retention and operational cost optimization

ASKME.com

Operations Manager - Inside Sales

2011 - 2016 (5 years)

Bangalore

Built Karnataka's leading inside sales operation from ground up, heading a specialized team of 50 executives focused on Karnataka Outbound Sales and E-commerce operations, achieving 30% client base growth through strategic acquisition frameworks

Designed comprehensive KPI tracking system that identified productivity bottlenecks and performance optimization opportunities, resulting in 20% overall team productivity improvement and consistent commercial target achievement

Implemented data-driven client management techniques focused on new business acquisition and retention strategies, establishing systematic approaches that became company-wide best practices.

Led team performance optimization initiatives through strategic coaching, motivation programs, and process improvements, ensuring consistent deadline adherence and quality delivery standards

Accenture

Project Leader

2001 - 2009 (8 years)

Mumbai Area, India

Managed large-scale operations for 110+ Tele-sales Executives serving major Fortune 500 US clients including JP Morgan Chase, delivering consistent 15% quarter-over-quarter growth while maintaining 98% client retention rates

Spearheaded process optimization initiatives across multiple client portfolios, implementing systematic improvements that reduced operational costs by 20% while enhancing service quality and delivery timelines.

Developed scalable operational frameworks for high-volume client servicing, creating standardized processes that improved team efficiency and client satisfaction across diverse industry verticals.

Education

University of Mumbai

Bachelor of Arts · (1996 - 1997)