

Manisha Goyal

CUSTOMER-CENTRIC BUSINESS LEADER

10+ Years of Excellence in Operations, Business Development & Published Authorship

DISCOVER MY JOURNEY

LET'S CONNECT

Manisha Goyal

ABOUT ME

Transforming Customer Experience Through Strategic Leadership

From Customer Service to Business Leadership

What started as a passion for helping customers has evolved into a decade-long journey of transforming business operations and driving meaningful change. I've always believed that behind every great business decision is a deep understanding of what customers truly need.

My breakthrough came at Genpact, where I didn't just audit processes—I reimagined them. Leading a team of auditors, I developed solutions that cut inefficiencies by 60%, proving that when you listen to both customers and employees, magic happens. This experience taught me that real leadership isn't about managing people; it's about empowering them to exceed their own expectations.

As Business Head at Taare Zameen Par Magazine, I discovered my love for storytelling and brand building. Managing everything from client negotiations to content strategy, I learned that successful businesses are essentially great stories well told. My published book even won "Book of the Year"—proof that the same customer-centric approach that works in business resonates with readers too.

Today, with my MBA in Operations Research and experience across tourism, real estate, and publishing, I bring a unique perspective: I see patterns others miss, solve problems others avoid, and turn customer insights into business

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10+ Years

Professional Experience



Business Head

Led Magazine Operations



Published Author

Book of the Year Winner



60% Efficiency

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SKILLS & EXPERTISE

A Comprehensive Skill Set Built Through Diverse Industry Experience

Core Competencies

- ✓ Customer Support & Service Excellence
- ✓ Process Management & Optimization
- ✓ Back-end Operations
- ✓ Quality Auditing & Compliance
- ✓ Office Administration
- ✓ Cross-selling Operations
- ✓ Team Management & Leadership
- ✓ Business Development

Languages & Communication

- ✓ Hindi (Native)
- ✓ English (Professional)
- ✓ Business Communication
- ✓ Client Relationship Management
- ✓ Cross-cultural Communication
- ✓ Presentation Skills

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Professional Certifications

-  Outskills AI Mastermind Course
-  Introduction to Prompt Engineering (SimplyLearn)
-  ChatGPT for Everyone (Learn Prompting)
-  Lean Six Sigma Certificate
-  Advanced MS Excel (Genpact India)
-  Professional Email Writing

Technical Skills

-  MS Office Suite (Advanced)
-  Graphic Designing
-  Adobe InDesign
-  Canva Design Platform
-  Internet Applications
-  Windows Operating Systems
-  Data Analysis & Reporting
-  SLA/SOP Compliance

Notable Accomplishments & Awards

 Golden Star Award - Customer Satisfaction

 Silver Award - Outstanding Performance

 Certificate as Shining Star of the Month

 Power Ranger Award - Customer Appreciation

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PROFESSIONAL EXPERIENCE

A Progressive Career Journey Across Multiple Industries

Customer Service Associate (Operations)

Sparsh BPO Services Ltd.

Provided comprehensive customer service and operational support.

📅 September 2008 - February 2009

📍 Gurgaon

Key Achievements:

- Handled high-volume customer queries with excellence
- Maintained quality standards in customer interactions

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Tour Operator

SOTC Travels

Managed comprehensive travel operations and customer service delivery.

 October 2010 - March 2011

 Multiple Locations

Key Achievements:

- Delivered exceptional customer experiences in travel services
- Managed complex travel itineraries and bookings
- Maintained high customer satisfaction ratings

Admin cum Company Coordinator

Propworld Realty Pvt. Ltd.

Oversaw comprehensive administrative operations for a leading real estate organization.

 July 2011 - January 2015

 Noida

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- › Managed complete employee onboarding processes
- › Ensured accurate reporting and documentation
- › Developed content for company's online presence
- › Coordinated cross-functional team activities

Process Developer (Quality Auditor)

Genpact

Executed comprehensive quality assurance processes to ensure compliance with industry standards.

 June 2015 - December 2016

 Gurgaon

Key Achievements:

- › Led team of internal auditors to improve customer satisfaction metrics
- › Delivered actionable feedback resulting in 60% improvement in efficiency
- › Implemented efficient resolution processes for customer queries
- › Maintained SLA/SOP compliance across all operational processes
- › Earned Lean Six Sigma Certificate for process improvement project

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Business Head

Taare Zameen Par Magazine

Led comprehensive brand development and awareness initiatives for a premier magazine publication.

 April 2020 - December 2022

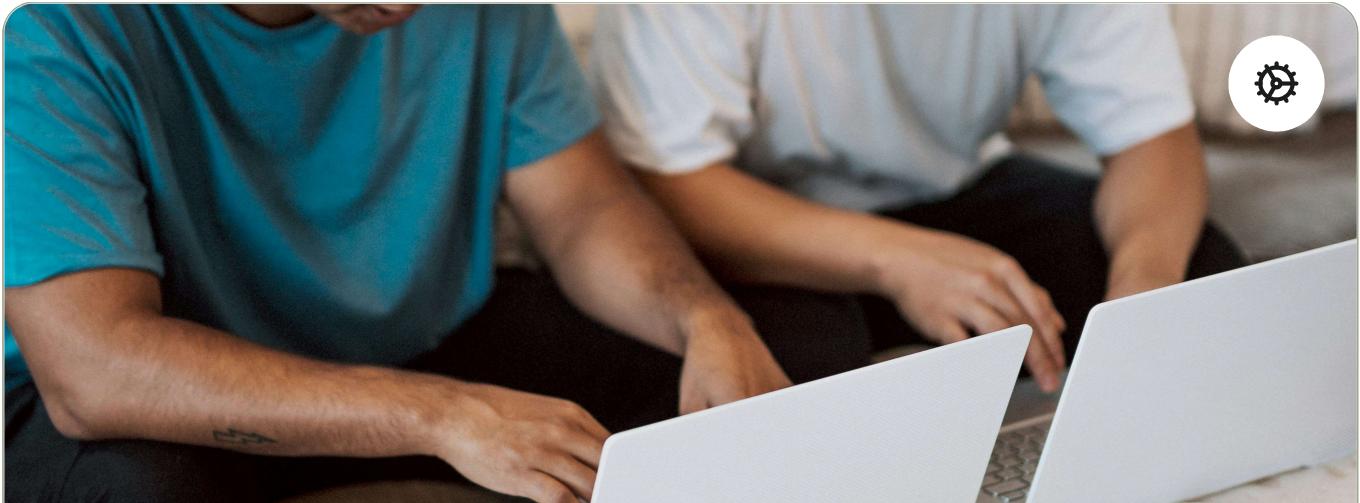
 Delhi

Key Achievements:

- Oversaw all aspects of business operations, client management, and content publication
- Engaged in strategic negotiations and managed high-value client relationships
- Ensured quality standards through rigorous audits and quality control processes
- Successfully managed 'The Break+ Up Success' Editorial Column for two years
- Received 'Book of the Year' title for published work

FEATURED PROJECTS

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PROCESS INNOVATION

Canon Inkjet Printers Quick Solution Kit

Developed an automated Excel tool that revolutionized customer support operations by providing instant access to comprehensive printer information.

Key Achievements:

- Reduced agent efforts by 60%
- Significantly enhanced customer experience
- Improved Average Handling Time (AHT)
- Optimized Turnaround Time (TAT)
- Earned Lean Six Sigma Certificate

Process Improvement

Automation

Customer Service

Excel

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EDITORIAL & PUBLISHING

Born to Dream (BPL) - Corporate Memory Book

Successfully designed and meticulously reviewed a comprehensive manuscript capturing the memories and experiences of BPL employees.

Key Achievements:

- Created beautifully crafted manuscript
- Delighted both author and editorial team
- Managed comprehensive content review process
- Delivered project on time and within scope

Editorial

Content Management

Publishing

Corporate Communication

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BUSINESS LEADERSHIP

Taare Zameen Par Magazine - Business Operations

Led comprehensive brand development and operational excellence for a premier magazine publication, managing all aspects from client relations to content strategy.

Key Achievements:

- Successfully managed 'The Break+ Up Success' Editorial Column
- Oversaw brand development and awareness initiatives
- Managed strategic client relationships
- Ensured quality standards through rigorous audits
- Led content publication workflows

Business Development

Brand Management

Editorial

Client Management

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QUALITY MANAGEMENT

Genpact Quality Assurance Excellence

Executed comprehensive quality assurance processes while leading a team of internal auditors to achieve exceptional customer satisfaction improvements.

Key Achievements:

- Led team of internal auditors
- Improved customer satisfaction through actionable feedback
- Implemented efficient query resolution processes
- Maintained SLA/SOP compliance standards
- Delivered measurable process improvements

Quality Assurance

Team Leadership

Process Management

Compliance

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LET'S CONNECT

Ready to drive customer-centric success together

Get In Touch

I'm always interested in discussing new opportunities, partnerships, or how my expertise in customer-centric business operations can benefit your organization. Let's explore how we can work together to achieve exceptional results.

**PHONE**

+91 7683060339

**EMAIL**

manishagoyal6@gmail.com

**LOCATION**

New Delhi, India

Professional Links

[LinkedIn](#)[Resume](#)

Manisha Goyal

Ready to collaborate:

Whether you're looking for a customer-centric leader, process optimization expert, or published author for your next project, I'd love to hear from you.

10+

Years Experience

60%

Process Improvement

Multiple

Industry Awards

START A CONVERSATION

Manisha Goyal

Customer-Centric Business Leader & Published Author

Email: manishagoyal6@gmail.com

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Built with  and professional excellence