

# PRADEEP DHAYALAN

## Director – Global Campus Strategy

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### SUMMARY

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Results-driven Operations Leader with 22+ years of experience in third-party Contact Centers, specializing in Operations, Operations Excellence & Program Transition. I am adept at translating strategic vision into tangible results, as demonstrated by leading global initiatives for 8+ years across diverse geographies (India, Southeast Asia, Europe, North America, and Latin America). My focus on critical CX KPI improvements and the standardization & replication of operational best practices has consistently yielded significant positive outcomes for the business.

### CORE COMPETENCIES

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Customer Experience (CX) Strategy | Global Contact Center Operations | Operational Excellence | Vendor & Client Relationship Management | Quality Assurance & Governance | Program Transition & Change Management | Forecasting & Workforce Planning | KPI Frameworks & Service Delivery | Coaching & Leadership Development | Digital CX Tools & BI Dashboards | MS Office | Looker Studio | Power BI | Basic SQL | Prompt Engineering

### EXPERIENCE

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#### Director

##### **IntouchCX (Before acquisition: Knoah Solutions Pvt Ltd.)**

August 2003 – July 2025

- Managed and mentored a team of 150+ associates across multiple processes, achieving 100% KPI compliance and exceeding performance goals by up to 8-12% quarter-on-quarter
- Delivered results across diverse verticals including Customer Service, Billing, Tech Support, Back Office, Transcription, and Outsourced Quality, achieving an average customer satisfaction score of 90%+ across functions
- Implemented process improvement initiatives that reduced AHT by 60-70 secs and increased Customer Satisfaction (CSAT) scores by 9-12%, contributing to improved efficiency
- Designed quality audit forms for programs across various sectors, improving accuracy of quality assessments by 20%

- Led a team of 100+ Quality Analysts monitoring operations, ensuring 95%+ compliance with process and service standards
- Conducted cross-vendor calibrations and joint call monitoring, driving alignment in quality scoring and implemented process improvements that reduced revenue leakage by 8%
- Developed and implemented a coaching framework resulting in a 15-17% improvement in associate performance
- Successfully onboarded 15+ new programs ensuring seamless integration and achieving 100% adherence to client timelines
- Transitioned 5+ programs across geographies maintaining business continuity with zero service disruption
- Created an internal performance visibility tool that enhanced transparency and accountability, resulting in a 12% improvement in KPIs

## **STRENGTH**

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- **Operations Excellence & Process Improvements:** Expert in Operations Excellence and Process Improvements, with a focus on critical CX KPI improvements
- **Capacity Management & Resource Optimization:** Proven capabilities in Capacity Management and Resource Optimization
- **Multi-Geo Team Leadership & Client Relations:** Skilled in Multi-Geo Team Leadership and Client Relations Management
- **Global Project Management & Transitions:** Utilized structured project plans, RACI matrices, and transition playbooks to reduce onboarding time and stabilize delivery within planned SLA and KPI frameworks

## **EDUCATION**

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### **Masters in Marketing Management**

**Pondicherry University (O)**

July 2002 – December 2006

### **Bachelor of Science**

**Osmania University**

April 1996 – April 1999