

VISHESH REKHI

- ◆ PROJECT MANAGER
 - ◆ CLIENT SERVICING SPECIALIST
 - ◆ CONTACT CENTRE MANAGEMENT CHAMPION
- 8+ Years of Exp.



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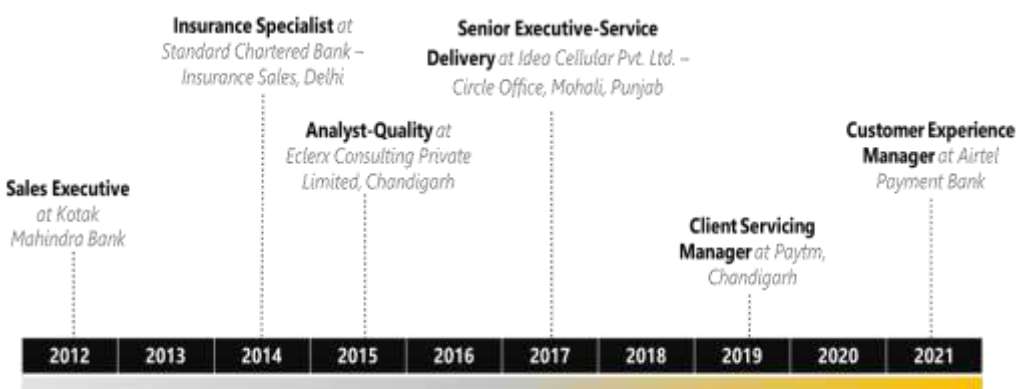
★ PROFILE SYNOPSIS

Seasoned Client Services Professional, having a passion to shape the future of contact centre operations, being committed to efficaciously delivering all phases of the project lifecycle as well as a great customer contact experience while managing an operation through periods of significant growth or change.

- Extensive experience in **delivering best in class client service**, complex projects, and cross-company initiatives to drive improvements / efficiency, improve customer satisfaction, reduce complaints, and ensure repeat business
- **Act as the Voice of the Customer**, championing change and improvements across the customer experience and influence future change/projects to support and achieve improvements in the customer experience
- **Impacted business performance** by evaluating business practices, implementing business/enterprise-wide applications & solutions, and recommending improvements along with writing reports on data
- **Known for the execution of digital strategy & transformation**, develop plans and offer insight and knowledge to the organisation on the use of new tools and technologies
- **Charismatic People Builder & Leader** with the competency in leading, inspiring and coordinating the team at all levels to create motivated and engaged colleagues; participated in the recruitment, training, induction and coaching strategy across the contact centres



TIME LINE



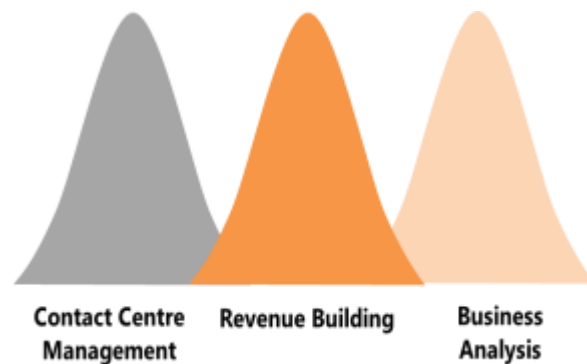
WHO AM I & WHAT I DO?



PROFESSIONAL SKILLS



DOMAIN EXPERTISE



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CAREER CONTOUR

Customer Experience Manager @ Airtel Payment Bank | Vadodara (2019-2021) & Gurgaon (Since 2021)

Currently managing PAN India customer complaints on second level escalation desk i.e., **Grievance Officer Desk**, PAN India **Merchant Complaint Desk**, and **Government Complaints Forum** ('Jaago Grahak Jaago', Atal Pension Yojana)

Key Highlights:

- **Escalations Management Expert:** Maintained complaints closure SL at **95%** and minimized repeat complaints from **13% to less than 5%**
- **Service Level Improvement:** Elevated SL from **60% to 95%** for multiple channels; e-mail handling SL from **70%- 85%**; call handling SL from **75%-85%**
- **Customer Experience:** Maintained higher CSAT and streamlined processes in coordinating with multiple teams working on different platforms
- **People Leader:** Lead **8 Agents and 1 TL** for complaint handling on GRO/Merchant Desk at contact centre as well as 2 additional resources working on Consumer Forum and Atal Pension Yojana Forum

Project Undertaken:

- **Video KYC Project Lead:** Spearheaded entire operations right from hiring banking officials, partnering with the Product Team for designing, UAT & product issue identification, call calibration with auditors for identifying loopholes, training planning for 60 banking officials working on the project, driving their productivity in terms of audit score, onboarding accounts & call adherence, and updating their weekly roster
- **ReKYC Verification Cash-back:** The project involved sending of SMS communication for KYC re-verification to customers, addressing of 100+ customer complaints, and processing of cash-back once verification done
- **Fast Tag Compliant Resolution Project:** Reduced daily register of complaints from 50 to 10 while actively coordinating with cross functional teams, to ensure flawless escalation resolution.

Client Servicing Manager @ Paytm, Chandigarh | Nov'17 – Mar'19

Excellent communication and leadership skills to lead and motivate growing and changing service operations. Applied best practices, developed continuous improvement plans and made recommendations based upon the employee and customer insight.

Key Highlights:

- **Client Service Champion:** Addressed client escalations and resource conflicts to ensure zero impact on delivery
- **Service Delivery Leader:** Acted as a Trusted Advisor on operational & strategic matters and motivated operations personnel to take responsibility for all aspects of the Service Providers delivery; managed different Service Lines along with transition work
- **Key Account Manager:** Improved customer satisfaction through the formulation, development, implementation and defect free delivery as per client requirements; reported progress & forecast to internal and external stakeholders using key account metrics and maintained records of client transactions

Senior Executive-Service Delivery

Idea Cellular Pvt. Ltd. – Circle Office, Mohali, Punjab | Nov'15-Nov'17

Accountable for defining end-to-end business process by providing solutions, determining current status as a business entity and identifying the need for change.

Key Highlights:

- Lead roles in **managing corporate accounts with billing of 80+ Lakhs** all over Punjab and total of 7600 post-paid numbers
- Showcased **leadership capabilities** by heading a team of 8 off-role Relationship Managers
- **Strategic Assistant to Senior Management of Service Delivery and VP** - assisted in timely reporting, impact analysis, and dashboard preparation to facilitate timely decision-making
- Steered the successful roll-out of **Customer Service Projects** within timelines
- Benchmarked best practices to **improve C-SAT (Customer Satisfaction Score)** for the circle and continuous improvement

Analyst-Quality @ Eclerx Consulting Private Limited, Chandigarh | Oct'14-Nov'15

PRIOR EXPERIENCE

Insurance Specialist @ Standard Chartered Bank – Insurance Sales, Delhi | May'13-Jan'14

NOTEWORTHY HIGHLIGHTS

- ★ **Succeeded as a Site Head for Contact Centre** - formed, developed & led a high-performing team of 60 Banking Officials for Video KYC, amplified **SBA Account Onboarding from 50 to 500** on a daily basis, and reduced rejection from **14% to 3%** at Airtel Payment Bank
- ★ Played a major role in **closing complaints related to Cash-back for Revivification** within TAT and reducing the same from **50 to 5** on daily basis at Airtel Payment Bank
- ★ Grew the incremental revenue from **20-25%** at Paytm
- ★ Pioneered the **implementation of SIVR** with E1's for incremental revenue in VAS/Service Delivery at One 97 Communication
- ★ Track record of **delivering cost efficiencies and increased in Customer Satisfaction Scores**
- ★ Repeat success in **enhancing the quality of customer interactions**, ensuring quality assurance, compliance, regulatory and legal obligations are met across all interactions
- ★ **Digital Transformation Evangelist** with the competency in delivering scalable digital strategies while accounting for industry trends & potential disruptive forces, working closely with Sales, Marketing and Technology teams

ACADEMIC CREDENTIALS

2013: MBA from Jaipuria Institute of Management, Noida

2010: B.E. (Mechanical Engineering) from Bharti Vidyapeeth University, Pune

Certification: Green Belt Certified

IT Skills: MS Office Suite (Word, Excel & PowerPoint)

INTERSHIP EXPOSURE

Sales Executive @ Kotak Mahindra Bank | Apr'12-Jun'12