Nikita Wadhwani

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Professional Summary

Senior Customer Service & Operations Leader with **10+ years of experience** managing complex, high-volume support operations across travel, insurance, retail-support, and international BPO environments. Proven expertise in **escalation management, SLA governance, and customer experience ownership (CSAT/NPS)** within complex **consumer-facing support and CRM-driven environments**. Recognized for **clear stakeholder communication**, structured **root cause analysis (RCA)**, and driving continuous service improvement in collaboration with cross-functional teams.

Core Competencies

Escalation & Resolution
Critical situations, ownership, stakeholder updates

Service Governance
SLA, CSAT, NPS, FRT, AHT, QA

Cross-functional Collaboration
Ops, Product, Technology, Sales alignment

Problem Management
RCA, retrospectives, corrective actions

Workforce & People Leadership
Capacity planning, coaching, mentoring

Process & Reporting
SOPs, dashboards, executive summaries

Case & Vendor Management
CRM documentation, partner coordination

Operational Excellence
Standard work, consistency, prevention

Selected Impact Highlights

- Led and mentored teams of **20–35** agents across voice, chat, and email channels, including **Team Leaders and senior associates**.
- Improved **CSAT by 15–18%** through structured coaching, quality initiatives, and escalation-handling improvements.
- Achieved **100% SLA adherence** while reducing **First Response Time (FRT) by 25%**.
- Reduced **Average Handle Time (AHT) by 20–30%** through workflow optimization and SOP standardization.
- Reduced repeat contacts by **12%**, improving cost efficiency and customer experience consistency.

Professional Experience

Customer Service Manager / Manager — Customer Care, Go Global Travel (Stuba)   **Oct 2023 – Present**
Pune, India

- Served as the **primary escalation owner** for high-impact customer and partner issues, **orchestrating cross-team resolution** across **Operations, Product, Technology, and Sales** to ensure alignment.
- Owned **SLA and KPI governance** (CSAT, NPS, FRT, AHT, QA, productivity), proactively identifying risk trends and driving corrective actions before SLA breaches.
- Designed and implemented **escalation frameworks, SOPs, and operational playbooks**, improving clarity of ownership and consistency in issue handling.
- Delivered **executive-ready status updates** during critical incidents, translating technical and operational issues into clear customer impact and next steps.
- Led **root cause analysis (RCA)** on repeat escalations, partnering with cross-functional teams to implement preventive measures and reduce recurrence.

Senior Process Analyst, Gallagher Service Center   Aug 2019 – Aug 2023
Pune, India

- Supported **global insurance and customer service operations** in high-volume environments, ensuring operational stability across distributed teams.
- Owned **quality governance, SLA tracking, and performance analytics**, producing recurring dashboards and summaries for senior leadership and client stakeholders.
- Conducted **root cause analysis** on escalations, complaints, and SLA misses, recommending corrective actions to improve customer experience.
- Identified **systemic process gaps and recurring trends** through retrospectives and partnered with process and technology teams to streamline workflows.
- Played a key role in maintaining service continuity during peak demand and operational transitions.

Operations Team Leader, Xpertlync Solutions   Jan 2019 – Aug 2019
Pune, India

- Led a **15-member team** delivering against SLA, quality, and productivity targets in a fast-paced customer support environment.
- Acted as the **first escalation point** for customer-impacting issues, ensuring timely triage and resolution.
- Conducted **coaching, performance reviews, and targeted improvement plans** to stabilize underperforming metrics.
- Supported **onboarding, training, and nesting** of new hires, reducing early-stage errors and ramp-up issues.

Quality Analyst, Salebuild ITES   Apr 2016 – May 2018
Pune, India

- Conducted **quality audits** to ensure compliance with service standards, maintaining audit scores above **95%**.
- Improved **QA performance by 15%** through structured feedback, calibration sessions, and coaching alignment.
- Analyzed **customer feedback, complaints, and audit findings** to identify systemic gaps impacting CSAT and resolution quality.
- Contributed to **SOP documentation and continuous improvement initiatives** to standardize service delivery.

Customer Service Executive, Tech Mahindra   Oct 2012 – Jan 2014
Pune, India

- Delivered **high-volume inbound customer support** in a strict SLA-driven environment.
- Achieved **85%+ First Contact Resolution (FCR)** through effective issue diagnosis and empathetic communication.
- Maintained **accurate CRM documentation** to support handoffs, audits, and escalation tracking.

Education

Bachelor of Commerce (B.Com), Shivaji University — India
Relevant focus areas: **Operations Management, Business Processes, Customer Service Foundations**

Operating Strengths

Escalation Ownership: triage → assign owners → updates → RCA → prevention

People Leadership: coaching, calibration, performance plans, mentoring Team Leaders

Service Excellence: SLA governance, QA audits, retrospectives

Distributed Teams: effective collaboration across time zones and stakeholders