

Sachit Malhotra

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Summary

Highly accomplished professional with an impressive 20-year track record in people management, conflict resolution, client relationship management, analytical thinking, and driving execution and performance. Demonstrated expertise in overseeing teams, cultivating strong relationships, and delivering exceptional results. Proven ability to navigate complex challenges and consistently exceed expectations. Adept at fostering collaboration, inspiring teams, and optimizing processes to drive efficiency and productivity. Known for analytical acumen, strategic decision-making, and a passion for achieving organizational goals. A results-oriented leader with a relentless commitment to excellence.

Skills

Analytical and Problem Solving	Escalation Handling	People Management
Balance of Micro-Macro Management	Effective Communicator	Perseverance & Execution
Critical Thinking Skills	Emotional Intelligence	Strategic Thinking
Conflict Resolution	Empowering Others	Time Management
Delegation	Leadership	Task Oriented
Decision Making	Microsoft Office	Track and Measure Staff Performance
Deadline Oriented	Motivate with Respect	

Experience

Teleperformance | Jaipur, Rajasthan

Senior Manager Operations | 07/2023 – Present

- Drive operational improvements for contact centre operations, including optimizing resource allocation within and across teams, improving operational effectiveness, quality, and performance against SLAs, and measuring progress against business goals.
- Manage high performance teams Improve organizational efficiencies and build scalable business processes and infrastructure. Help align delivery capability to pipeline demand. Design and run scaled operations with a data-oriented approach. Provide vision and leadership for business.

- Lead cross-functional strategic planning activities to plan budgets, expansion plans and operational plans (service design, operations costs, hiring, etc.)
- Ensure client satisfaction. Become Voice of the Customer Establish strong relationships with clients.
- Ensure compliance with all clients regulatory requirements.

Jumio India Pvt Ltd | Jaipur, Rajasthan

Assistant Manager | 03/2018 –07/2023

- Responsible for handling a span of ~150 FTEs for an entire shift including SMEs and TLs
- Responsible for inter-location communication and coordination in the shift to manage queue and/or issues in real time.
- Taking care of all production metrics including AHT and accuracy ensuring that daily weekly/monthly targets are met consistently by the team.
- Taking care of shrinkage, attrition, appraisals, responsible for ensuring effective feedback and coaching
- Training and mentoring team to ensure highest standards of deliverables are met in fast changing environment.
- Assisting OM/Sr. OM in day-to-day deliverables and in planning for short- and long-term goals including change management
- Participation in and coordination with line management regarding orientation, training, development, and retention of high caliber staff
- Taking dip checks to measure efficacy of action plans
- Coaching DRs and/or span and carry out disciplinary actions as may be necessary
- Periodic performance review of TLs for identification of areas of improvement.
- Reviewing action plans for BQs and helping TLs & SMEs in coaching and mentoring them to improve performance.
- Assisting hiring team for recruitment drives: Agent to TL
- Assisting HR team by taking interviews for IJPs for SMEs and TLs
- Briefing/Taking huddles of teams weekly/fortnightly/monthly to give business updates, understand their concerns, guide & motivate them to achieve organizational goals.

Eclerx Services Ltd. IT Park | Chandigarh, Chandigarh

Associate Process Manager | 07/2013 - 12/2017

- Responsible for handling inbound/outbound/quality teams for US based cable company
- Responsible for meeting/exceeding service delivery metrics as defined by management.
- Training and mentoring team continuously to ensure highest standards of quality are met.
- Helping Senior Process Manager (SPM) in improving process.
- Periodic review of performance reports of the team for identification of areas of improvement.
- Giving feedback to the entire team through team meetings and one-on-one interactions to improve individual performance while keeping motivational levels high.
- Keeping strict check on attendance, breaks, login hours, etc to ensure smooth call flow and hence drive maximum efficiency from the given resources.

- Ensuring quality parameters are met consistently.

Aksh Optifibre Ltd | New Delhi, New Delhi

Assistant Manager | 04/2008 - 06/2013

- Responsible for entire customer life cycle – from onboarding till churn
- Handling entire call centre operations (IB & OB) ensuring highest standard of quality is met and taking regular reviews to understand challenges.
- Defining targets for upselling and lead generation for sales team. Ensuring the targets are met or exceeded.
- Responsible for meeting/exceeding service delivery metrics as defined by management.
- Act as a liaison between business partner and internal departments to ensure there are no bottlenecks and for smooth communication.
- Supervising inventory/stores – ensuring stock reconciliation statements are accurate, doing surprise physical verification and reporting out to management as required.
- Training and mentoring team continuously to ensure highest standards of quality are met.
- Periodic review of performance reports of the team for identification of areas of improvement.
- Giving feedback to the entire team through team meetings and one-on-one interactions to improve individual performance while keeping motivational levels high.
- Assisting GM in board meetings, devising policies/procedures, attending meetings with senior leadership.

Espire Infoserve | New Delhi, New Delhi

Assistant Manager Operations | 04/2004 - 03/2008

- Responsible for setting up the entire domain of parameters (resource planning) for starting up new process right from hiring to handling operations.
- Mentoring/ training agents. Worked in different Outbound US, UK and Australian processes.
- Driving “Lead Management” efforts for planning/ organizing work in order to produce results and achieve organizational goals/ targets.
- Recognizing Areas of opportunity for the process and preparing action plans for improvising the same within specified time duration.
- Have handled both B2B & B2C processes.
- Using tools like Reward & Recognition, Performance Linked Incentive, and other daily rewards for achieving assigned goals.
- Coordinating with Australian/UK clients on all sales and Quality / Compliance related issues.
- Joined as Team Leader & promoted as Assistant Manager after two years of excellent performance.

OmniCall (Leogem E Service Pvt. Ltd.) | New Delhi, New Delhi

Call Centre Executive | 03/2003 - 04/2004

- Worked as Call Centre Executive in UK outbound process.
- Promoted as Floor Supervisor after 8 months.

Delhi Call Centres Pvt. Ltd | New Delhi, New Delhi

Call Centre Executive | 03/2002 - 03/2003

- Worked as Call Centre Executive in US Outbound process.

Education

IGNOU | New Delhi, New Delhi

Advanced Diploma in Information Technology | 04/2002

Delhi University | New Delhi, New Delhi

Commerce | 04/2000