

Manjeet Diwakar

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I am Operations professional with over 7 years of work experience, primarily in handling Airline & E-Commerce process. I have successfully led Reservations, escalations & Back office operations for Go-First airline. My competencies include Operations Management, People Management, Account Management, and Business Development.

Work Experience

One Point One Solutions Pvt Ltd

Nov'20 to Jul'22

Sr Team Leader – Contact Centre Operations

- Handling Airline Reservations (Inbound) and Back office Process (Outbound – IROP).
- Responsible for SLA delivery & targets to be met for Inbound and Outbound Process.
- Coordinate with GoAir Airport / OCC / RM / Sales departments on day to day basis.
- Handling customer escalations and complaints.
- Resource planning and optimization of advisors through cross training
- Service level management during disruption of flights through planned communication methodology and real time optimization of shift pattern
- Worked on repeat call reduction and call reduction through deflection on IVR

Hinduja Global Solutions Pvt Ltd

Dec'17 to Jan'20

Team Leader – Contact Centre Operations

- Handling and leading Airline Reservations (Inbound) and Back office Process (Outbound – IROP).
- Responsible for SLA delivery & targets to be met for Inbound and Outbound Process.
- Coordinate with GoAir Airport / OCC / RM / Sales departments on day to day basis.
- Successful completion of 04 Summer and Winter Rescheduling activities in IROP department (Outbound) and handling all planned and unplanned flight disruptions
- Handling customer escalations and complaints.
- Handling a team of 25 customer service executives.
- Managing the scheduling for the production basis the forecasted volume
- Handling the requirements of client
- Maintaining the schedule adherence for the production to ensure there is no revenue leakage
- Ensuring that the customer service executives are upskilled for the next level with efficient and timely feedback and coaching.

WNS BCS Pvt Ltd

Jan'15 to Dec'17

Sr Associate – Contact Centre Operations

- Handling Airline Reservations (Inbound) and Back office Process (Outbound – IROP).
- Responsible for SLA delivery & targets to be met for Inbound and Outbound Process.
- Coordinate with GoAir Airport / OCC / RM / Sales departments on day to day basis.
- Handling customer escalations and complaints.

Highlights:

- Initiated SMS services at GoAir for all customer enquires pertaining flights / schedules / fares / promotions.

- Certified trainer for GoAir Process. (Training and Quality).
- Awarded as WNS Star for exceptional performance for consecutive 02 months in FY 16 & 17.
- Initiated Click to Call (C2C) services at Call Centre for all web booking customers.
- Initiated automated services and set up process for all IROP activities at Call Centre.
- Operationally supported the successful migration of GoAir airline from Radix system to Navitaire system in June 2017.
- Developed multi skilled agents to handle various sub-processes of airline at contact centre and thus reducing manpower costs and increase in overall productivity.

Education

Pursuing Bachelor in Economics from IGNOU (External Course)

Other qualifications:

- MS Office Professional with excellent Excel skills for data collection reports.
- Certification for PCI DSS – Payment Card Industry, Data Security Standards for Airline process.

Languages Known

- English, Hindi & Marathi
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