

NITHIN G NAIR



Personal

Address
No.12, Indira Nagar Peroorkada P.O.
695005 Trivandrum

Phone number
9562680110

Email
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Date of birth
19-08-1990

Place of birth
Trivandrum

Gender
Male

Nationality
Indian

Marital status
Married

LinkedIn
<https://www.linkedin.com/in/nithin-g-nair-235a60146/>

Interests

- Sports (Cricket,Badminton)
- Philately
- Geoscience
- Riding

Languages

English ●●●●●

Malayalam ●●●●●

Hindi ●●●●●

Tamil ●●●●●

Assistant Manager with total 10 years of experience in BPO/KPO services and 6 years of experience in Operations Management (BPO services). Overseeing daily activities to ensure efficiency and productivity. Skilled in leading teams to achieve operational goals, implementing process improvements, capacity planning and optimizing resource utilization. Proven track record in operations handling, people management quality assurance, and client relationship management. Strong analytical and problem-solving abilities, coupled with effective communication skills to collaborate with cross-functional teams and stakeholders.

Work experience

Assistant Manager

Oct 2019 - Present

Ecesis Pvt Ltd, Trivandrum

Job responsibilities

- Client Relationship Management, Client Segmentation, Strategic Planning and Performance Monitoring.
- Allocating resources effectively to meet operational demands and deadlines. Optimizing resource utilization to maximize efficiency and minimize waste.
- Develop reports with actionable insights that helps operations management effective.
- Facilitate quality-focused training programs for new hires and ongoing development sessions for current employees.

Job achievements

- **Client Portfolio Management** -Successfully implemented client segmentation strategy, resulting in a 15% increase in client satisfaction scores and a 10% rise in revenue from key accounts. Developed and executed strategic plans for client retention, leading to a 10% reduction in client attrition rates. Utilized performance monitoring tools to track KPIs, achieving a 20% improvement in client portfolio profitability over a six-month period.
- **Resource Management & Capacity Planning** -Implemented resource allocation strategies that resulted in a 10% increase in operational efficiency, meeting or exceeding project deadlines for 90% of assigned tasks. Optimized resource utilization by identifying and eliminating redundant processes. Ensured cost effective operations.
- **MIS Reporting and KPI Monitoring (Power BI)** - Developed data-driven dashboards and reports showcasing predictive insights, production metrics, quality analysis, volume trends, employee performance metrics, project statuses, and workflow analytics. Utilize data analysis and visualization tools such as Microsoft Power BI and Excel Pivot to generate comprehensive reports.
- **Training and Mentorship** -Improved operational efficiency of 10% by Successfully training of 14 POCs, 8 Team leads and 6 Shift managers with a work quality of above 95%. Provided training in diverse areas such as productivity enhancement, personal grooming, quality enhancement, and resource utilization.
- Awarded best Leader award in 2021 and best client engagement employee in 2023.

Team Lead

Apr 2016 - Sep 2019

Ecesis Pvt Ltd, Trivandrum

The company offers BPO&KPO Services to the US clients across verticals and establishing quality benchmarks in the BPO industry. Includes BPO end to end, REO services, BPO tracking and works in automated tools. Handled and lead a team of 20-25 members, develops strategy to promote team members to meet company goals. Effectively handled client challenges and client management issues.

Job responsibilities

Team Lead / POC position (Apr 2016 - Oct 2017)

- Areas handled - Proactively managing client communications, adeptly handling queries, delegating tasks with agreed-upon deadlines, and monitoring quality benchmarks.
- Continuously identifying opportunities for improvement in volume management, quality control processes, enhancing client satisfaction levels, and optimizing resource utilization.
- Led a night shift team of 15 members, coordinating schedules, tasks, and resources for optimal efficiency.
- Establishing performance goals for team members and driving successful achievement.

Team Lead / Shift Manager position (Nov 2017 - Nov 2019)

- Supports team manager and performs management duties, which includes floor handling, escalation of employee issues, client concerns, ensuring daily production rate is maintained

- and directing the team.
- Planning daily work and completed the client assigned tasks within the agreed TAT.
- Coordination of work with 3 centers from different states for successful completion.

Job Achievements

- I could successfully improve the Client satisfaction from 75 – 90% within 6 months. This includes Key accounts contributing to 40% of total volume
- Through team building I could help increase productivity of my team members by 7-10%
- Consistently demonstrated exceptional time management and organizational skills by planning and completing work projects before the designated Turnaround Time
- Achieved completion of a high-volume project with a 4 day Turnaround Time (TAT) in just 3.5 days by coordinating and managing over 4 operations lead, 3 work coordinators and 60 employees across multiple centers in different states.
- Received best POC (Point of contact) award in 2017 and 2018

Research Analyst

Feb 2014 - Mar 2016

Ecesis Pvt Ltd

Job responsibilities

In-depth research and analysis of US Real estate data. This role involves identifying trends, compiling data, and property valuation. Utilize various data sources such as MLS (Multiple Listing Service), public records, and proprietary databases to compile accurate and relevant information. Monitor economic and market conditions that could impact property values.

Education and Qualifications

BE

May 2008 - Mar 2012

Lord Jegannath College of Engineering and Technology, Nagercoil

Academic achievements: Completed project on Forest fire detection using Zig Bee which was a very useful technology for detecting hazards in deserted and forest areas. Done Implant training in Doordarshan Kendra on Transmitter, Up linking, Recording. Done training in Reliance communications LTD on transmission. Successfully underwent soft skill training for placement on 2011 and capacity building training program for industrial needs conducted by Tamil Nadu state council on Feb 2012.

Higher Secondary(11th - 12th)

May 2006 - Apr 2008

Bharathiya Vidhya Bhavan Secondary School, Trivandrum

10th

Jun 2005 - Mar 2006

Bharathiya Vidhya Bhavan Secondary School, Trivandrum

Skills

Microsoft Power BI



Data Analysis and visualization with Excel



Microsoft Office



Multiple Listing Platform



Courses

Agile Methodology

Jun 2021 - Jul 2021

Data Analysis with Excel Pivot

Mar 2019 - May 2019

Microsoft Power BI

Jan 2023 - Feb 2023

Certified Scrum Product Owner (CSPO)

May 2024 - May 2024

Scrum Alliance

Work with stakeholders to define product vision, monitor progress and provide feedback to the development team

