

PROFESSIONAL PROFILE

Operations leader with 13+ years across BPO delivery, collections, customer service, technical support, and training. Currently manage approximately 100 people across diverse client projects, including collections, lending, underwriting, lead generation, virtual assistance, and travel operations. Led training, hiring, and operational delivery for an iEnergizer process that grew from 15 to 250 people, delivering client-trained process knowledge to all batches and senior leadership. Combine hands-on delivery management, client relationships, and business development collaboration with practical AI adoption to support service quality, productivity, and business growth.

CORE COMPETENCIES

- Multi-Project Operations
 - Team Leadership & Coaching
 - Training & Train-the-Trainer
 - Virtual Assistant Delivery
- US & UK Collections
 - Client & Stakeholder Management
 - Lending & Underwriting Operations
 - Business Development Collaboration
- Customer Service & Tech Support
 - SLA & KPI Governance
 - Hiring & Process Scale-Up
 - AI-Enabled Process Improvement

PROFESSIONAL EXPERIENCE

Manager - Operations

Head Field Solutions Pvt. Ltd. - Noida, India

DEC 2024 - PRESENT

- Manage approximately 100 people across multiple client projects, overseeing staffing, scheduling, delivery quality, and performance against client commitments.
- Oversee collections, lending, and underwriting teams, coordinating resources and delivery priorities across distinct financial-services functions.
- Lead data analysts, data researchers, and cold-calling teams supporting lead generation; work with business development executives on client acquisition planning and new revenue opportunities.
- Manage virtual assistant services across real estate, healthcare and medical support, and social media, alongside travel itinerary and travel-process delivery.
- Manage operating budgets, resource allocation, client account reviews, and escalations; use individual KPIs, structured coaching, and targeted training to strengthen team performance.
- Introduce AI-assisted reporting, documentation, and quality-review workflows, and partner with department heads on planning, compliance, and leadership development.

Team Leader - Training

iEnergizer - Noida, Uttar Pradesh, India

MAR 2019 - AUG 2024

- Received direct process training from the client for a new project and led its training, hiring, and operational delivery as the team grew from 15 to 250 people before my departure.
- Personally delivered process training to all project batches and trained trainers, senior managers, and the vice president, establishing a shared understanding of the account.
- Owned onboarding, certification, training materials, assessments, and refresher programmes; used quality findings and performance data to address capability gaps.
- Coordinated training resources and ramp-up requirements, coached experienced advisors, and supported development of future team leaders.

ABHISHEK SINHA

OPERATIONS MANAGER | CUSTOMER EXPERIENCE & COLLECTIONS

13+ Years in Global BPO & Contact Center Operations · US & UK Portfolios · Remote-Ready

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PROFESSIONAL EXPERIENCE - CONTINUED

Senior Resolution Specialist Xcelserv Solution Pvt. Ltd. - Gurugram, Haryana, India	JUL 2016 - DEC 2018
- Handled complex inbound queries and escalations for a QuickBooks support portfolio, owning cases through resolution. - Analysed recurring service issues and performance data to recommend improvements to first-contact resolution. - Supported collections activity alongside customer service, balancing recovery, customer retention, and compliance requirements.	
Senior Technical Sales Agent Techy Nobal Solutions Pvt. Ltd. - New Delhi, India	JAN 2015 - MAR 2016
- Delivered inbound technical support and solution sales for computers, printers, MagicJack, and Roku devices for US customers. - Diagnosed issues through structured questioning and active listening, recommending appropriate paid solutions.	
Executive - Customer Service iEnergizer - Noida, Uttar Pradesh, India	FEB 2014 - NOV 2014
- Supported Credit One Bank customers with account, billing, and payment enquiries. - Investigated billing discrepancies and processed payment information accurately, maintaining clear customer communication.	
Junior Agent - Collections iQor - Noida, Uttar Pradesh, India	AUG 2013 - FEB 2014
- Handled outbound recovery on aged US loan and credit-card debt more than four years delinquent, negotiating settlements and structured payment arrangements. - Explained balances and credit terms and documented payment arrangements in line with policy.	

AI CAPABILITY & TECHNICAL TOOLKIT

Applied AI for Operations: ChatGPT, Claude, Copilot, and Gemini for reporting, QA analysis, training content, SOPs, documentation, and client communication. Develop reusable prompts and repeatable AI-assisted workflows.

AI Enablement & Governance: Coach teams on responsible AI adoption; review outputs for accuracy, client confidentiality, and compliance before use.

Analytics & BI: Python · Power BI · Tableau · Advanced Excel | **Databases:** MySQL · Oracle

Platforms: CRM & ticketing · dialer and WFM tools · Microsoft 365 · remote collaboration tools

EDUCATION, CERTIFICATIONS & DEVELOPMENT

Train-the-Trainer Certifications iEnergizer, Credit One Bank, and Santander Bank	Higher Secondary (Class XII) - PCM with Computer Science Somerville School, Greater Noida
Executive Program in Data Science & AI Meritshot, in collaboration with Microsoft - In Progress	Diploma in Java CMC Ltd. (a TCS subsidiary), Noida
Languages English (professional) · Hindi (native)	