

Maneesh Mohan

PROFESSIONAL SUMMARY

Experienced Leader, capable of motivating a team and monitoring all performances carefully. A professional with 11 years of experience in management and operations. Prioritizes excellent communication abilities to ensure no misunderstandings ever interfere with success. Experienced in analysis, business operations, evaluation, and decision making.

EXPERIENCE

Customer Experience Analyst, 10/2018 – 03/2021
Cleartrip Pvt. Ltd., Bangalore, Karnataka

- Managed the team of 19 in 3 locations (Bangalore, Mumbai, and Pune), ranging from agents to SME's, overseeing hiring, training, scheduling, and project improvement.
- Used to break down problems, evaluate solutions and make decisions, which improved the FTE productivity and cost cutting by 62%.
- Used coordination and planning skills to achieve the target before the scheduled week.
- Handled day-to-day running of Project tasks, ensuring high levels of productivity and progression from 50% to 98%.
- Worked effectively with cross-functional teams to integrate products that elevated customer experience and significantly increase bookings by 30%.

Associate Team Leader, 11/2010 – 05/2018
247.ai, Bangalore, Karnataka

- Directed and supervised Tier1 & Tier2 team of 46 which engaged in tasks such as Escalation, Refund & Cancellation, Amendment, ADM's & LCC booking.
- Minimized resource and time losses by addressing employee or production issues directly and implementing timely solutions, to improve the AHT by 10%.
- Continuously checked agent productivity for quality assurance according to strict guidelines, to reduce the D-SAT by 25%.
- Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with lagging skills, to improve QA score by 89%.
- Coached and Mentored BQ agents on soft skills to improve the CE score by 85%.
- Established open and professional relationships with team members which helped resolve issues and conflicts quickly.

Senior Customer Service Associate, 12/2007 – 03/2009
WIPRO, Pune, Maharashtra

- Responded to customer requests for products, services, and company information.
- Provided exceptional customer services with greeting and acknowledging all customers in a friendly, professional manner, to achieve a QA score of 85%.
- Improved customer satisfaction ratings from 65% to 90%, by addressing issues and fostering timely resolution.



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KEY SKILLS HIGHLIGHTS

- Leadership
- Leading projects
- Client Management
- Customer Experience
- Multitasking abilities
- Decision-making
- Coaching & Mentoring
- Salesforce CRM, Jira, Google Sheets & MS office software proficiency
- Travel CRM proficiency
- Project Management
- SLA Management
- Data Analysis
- Planning & Coordination
- Communication and Feedback
- Risk Management
- Team building
- Conflict Resolution
- Staff Management
- Hands on Graphic Designing and Video tools (Coral Draw, Photoshop, Illustrator, Animotica, Filmora)

EDUCATION

Diploma in Aviation, Hospitality and Travel Management – 08/2007
FrankFinn Institute – Pune

BTEC HNC UK Edexcel – Aviation, Hospitality and Travel Management – 08/2007
Frankinn Institute – Pune

INTEREST

Fish Keeping, Listening Songs, Photography, Playing Pool, Swimming

PERSONAL INFORMATION

Date of Birth – 10 Nov 1987
Marital Status – Married

LANGUAGE

Comprehensive
English, Hindi, Malayalam and Marathi

Written communication
English, Hindi and Marathi

PROJECTS

- Co-ordinated two product integration like (Payback and Flexify) for Cleartrip.
- Led the team of Revenue Project and improvised the actionable tools.