Gopal Jaiswal

TRAINING, OPERATIONS & SERVICE EXCELLENCE

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PROFESSIONAL SUMMARY

A versatile professional with experience across Training, Operations, Customer Experience, and Project Execution in global business environments. Skilled in leading teams, engaging clients, delivering impactful business presentations, managing stakeholders, solving business challenges, and improving performance. Combines people-first leadership with analytical thinking, creativity, and technology to simplify complex processes, build capabilities, align business objectives, and deliver practical solutions that create meaningful business outcomes.

PROFESSIONAL EXPERIENCE

Teleperformance

Jul 2023 - Dec 2025

Assistant Manager, Training, Equifax US and Canada

- Directed training and capability development for a 500+ FTE BFSI portfolio across five lines of business, ensuring consistent SLA and KPI delivery; led 15 training officers and 2 line trainers.
- Guided 60+ new-hire batches from onboarding through production readiness and owned the 0-90 day development journey (Project Phoenix), combining coaching, calibration and microlearning.
- Ran TNA/TNI cycles, coaching frameworks for team leaders and floor support, and calibration governance with Quality and Operations; strengthened FCR, CSAT, AHT, quality and retention through focused coaching and process interventions.
- Executed workforce planning, scheduling and WBR/MBR/QBR business reviews, presenting performance narratives through client-ready visual reporting.
- Wrote the code for the Compass and Scribble agent-workflow tools and guided the development team: Compass cut AHT from 1,100 to 875 seconds and lifted FCR from 68% to 74%; Scribble raised quality from 86% to 92%.
- Designed and presented client-facing pitch decks and onboarding presentations for new business; recognized by leadership for excellence in PowerPoint design and presentation craftsmanship.

Admiral Solutions

Feb 2023 - Jul 2023

Team Manager, Operations

- Oversaw end-to-end Motor Insurance operations spanning customer service, escalations, policy management, sales, quality and compliance.
- Designed client and stakeholder presentations for operational business reviews, applying brand-consistent visual design.
- Ensured policy accuracy, quality standards and regulatory compliance while balancing SLA, quality and cost.

PROFESSIONAL EXPERIENCE

Foundever (formerly Sitel)

Oct 2015 - Jan 2023

Sales Team Lead, Equifax US and Canada programs

- Led a sales and service team on the Equifax US and Canada customer service programs across North America, overseeing service delivery, sales support and compliance.
- Sustained SLA adherence over a seven-year tenure; drove workforce planning, performance management and process optimization to strengthen service quality and operational efficiency.

Maven InfoTech

May 2015 - Aug 2015

Project Manager (part-time)

- Drove business development through outbound sales and hospitality client onboarding; implemented process controls that strengthened service delivery.
- Directed digital marketing, lead generation, local listings, and website and mobile app delivery across SEO, SMO, design and content functions.

Sitel India (now Foundever)

May 2007 - Dec 2009

Team Lead, Operations (progressed from Agent to SME to Team Lead)

- Started as an agent on the Earthlink account, was promoted to SME, then became Team Lead on the Bell Canada and Dell On Call programs, driving revenue, gross margin, SLA and KPI performance.
- Guided workforce planning, performance coaching and process improvements that decreased repeat contacts; sustained AHT, CSAT and FCR adherence.
- Provided inbound technical and customer support for Intuit QuickBooks (US) and NTL/Virgin Media (UK), resolving software, broadband and connectivity issues through root cause analysis.

IBM Daksh India

Nov 2005 - Feb 2007

CSR (Agent), Operations

- Provided frontline customer service and technical support, building foundational skills in KPI adherence, quality and customer communication.

KEY PROJECTS & INITIATIVES

Empathy Reboot (Organic Empathy Model): Storytelling-based empathy training that strengthened tone, active listening and authenticity; CSAT rose from 84% to 91%, surpassing the 90% target.

Save Our Sales (SOS): Structured retention and objection-handling call flow that decreased churn; retention rose from 12% to 26% against a 30% target.

Project Phoenix: 90-day new-hire performance programme using coaching, calibration and microlearning; CSAT from 82% to 87% (goal 85%), nesting sales from 2.4% to 3.8% (goal 4%).

Decision Tree: Decision-tree support guide that strengthened call accuracy; FCR rose from 79% to 85%, lowering repeat errors and quality escalations.

Project Gravity: Behavioural sales framework using psychological triggers and a simplified sales flow; sales from 1.9% to 4.0% (goal 4.2%), retention from 17% to 31% (goal 30%).

Customer Service Mindset Program: Service model built on ownership, empathy and problem-solving that strengthened FCR, CSAT and customer experience.

Captain Dyno: Gamified daily-learning programme adopted across multiple departments to raise engagement and performance awareness.

One Agent Desktop (Salesforce): Unified agent desktop design that lowered navigation complexity and improved call handling efficiency and customer experience.

CORE COMPETENCIES

Learning & Capability: TNA/TNI and instructional design, onboarding, nesting and new-hire ramp, gamification and simulation-based learning, leadership development and coaching, performance management and calibration.

Operations & Performance: Contact center operations management, SLA and KPI governance (FCR, AHT, CSAT, NPS, quality), workforce planning and forecasting, sales performance and revenue growth, quality assurance and regulatory compliance.

Customer & Business: Customer retention and churn reduction, stakeholder and client relationship management, business pitch deck creation and client presentations, employee engagement and retention.

Process & Transformation: Process improvement and root cause analysis, change management and continuous improvement, workforce management systems (Workday, JIRA).

Creative & Visual Storytelling: PowerPoint design and visual storytelling, creative direction and brand marketing, presentation video production (Vyond, Canva, Adobe Express).

Data, AI & Digital Workflow: Data analytics and reporting (Power BI, Advanced Excel), AI-assisted content and workflow creation, prompt engineering and generative AI, digital workflow automation.

TOOLS & SKILLS

Presentation & Creative Design: Advanced PowerPoint, Canva, Adobe Express, Vyond, Epiplex, Articulate 360, instructional design, gamification, simulation-based learning.

Contact Center & CRM: Salesforce CRM, Oracle Siebel, Genesys, ServiceNow, Citrix VDI.

Workforce, Operations & Collaboration: Workday, JIRA, Google Workspace, Microsoft Office 365.

Data Analytics & Reporting: Power BI, Advanced Excel, data visualization, contact center analytics.

AI & Speech Tools: SecondNature AI, Sanas (accent softening and speech enhancement), generative AI tools.

Programming: JavaScript (Compass tool).

Communication: Stakeholder communication, client-facing presentations, storytelling.

EDUCATION

BA, Humanities and Social Science, IEC University

Professional Diploma, GNIIT (PNP), NIIT Kolkata

Higher Secondary (12th), Gyan Bharati Vidyapeeth, WBHSE

Secondary (10th), Scholars Home, CBSE

LICENSES & CERTIFICATIONS

LinkedIn Learning: Measuring Learning Effectiveness: The Kirkpatrick Model and Phillips ROI Methodology; Learning Asana; Learning HubSpot; Canva Essential Training; Advanced Google Analytics; Google Analytics Quick Start; A Beginner's Guide to Email Marketing; Project Management for Creative Projects; Google Sheets Essential Training; Google Sheets: Advanced Topics; Build Your Own Professional Training: Quick Start Guide; Marketing Tools: Automation; Elearning Essentials.

Claude Academy (Anthropic): AI Fluency: Framework and Foundations; Introduction to Claude Cowork; Claude 101.