

GOPAL JAISWAL

Training & Operations Leader | Creative Presentation Design | Business Pitch Decks | Brand Marketing

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PROFESSIONAL SUMMARY

Training and Operations Leader with 14+ years of experience across BPO/contact center environments, directing multi-LOB training functions and end-to-end operations for portfolios exceeding 500 FTEs. Recognized as the creative force behind client-facing business presentations, personally designing and presenting high-impact pitch decks, branded visuals, and presentation videos for new business onboarding, with repeated recognition for excellence in PowerPoint design and slide deck craftsmanship. Skilled in training needs analysis (TNA/TNI), instructional design, leadership coaching, and 0-90 day agent development, alongside workforce planning, SLA/KPI governance, and P&L-aware operations management. Proven track record boosting CSAT, FCR, AHT, sales conversion, and retention through structured learning frameworks, calibration programs, and data-driven performance management. Experienced in coordinating cross-functional stakeholders, client relationships, and quality/compliance standards across BFSI, insurance, and telecom accounts in North America and UK markets.

CREATIVE & PRESENTATION DESIGN LEADERSHIP

A defining strength of my career: I serve as the go-to creative lead for client business pitches, personally owning presentation design and delivery from concept to close.

- Personally design and present high-impact business pitch decks and client onboarding presentations, combining visual storytelling, imagery, and layout design to build client confidence and win new business.
- Own the full creative production process end to end: slide architecture, brand-consistent layout design, image selection and editing, and presentation video creation using PowerPoint, Canva, Adobe Express, and Vyond.
- Serve as presenter and creative face of the team during client pitches, translating complex operational and training capabilities into visually compelling, easy-to-follow narratives.
- Repeatedly recognized by leadership and clients for excellence in presentation design and slide deck craftsmanship, setting the visual and storytelling standard for new business proposals.
- Apply brand marketing principles — consistent visual identity, tone, and messaging — across pitch decks, training collateral, and internal communications to strengthen brand perception with clients.
- Combine creative design sense with operational credibility, using data visualization (Power BI, Advanced Excel) and polished design to make performance stories persuasive as well as accurate.

CORE COMPETENCIES

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| • PowerPoint Design & Visual Storytelling | • Business Pitch Deck Creation & Client Presentations |
| • Creative Direction & Brand Marketing | • Presentation Video Production (Vyond, Canva, Adobe Express) |
| • Training Needs Analysis (TNA/TNI) & Instructional Design | • Leadership Development & Coaching |
| • Contact Center Operations Management | • Workforce Planning & Forecasting |
| • SLA & KPI Governance (FCR, AHT, CSAT, NPS, Quality) | • Performance Management & Calibration |
| • Onboarding, Nesting & New-Hire Ramp | • Sales Performance & Revenue Growth |
| • Customer Retention & Churn Reduction | • Quality Assurance & Regulatory Compliance |
| • Process Improvement & Root Cause Analysis | • Change Management & Continuous Improvement |
| • Stakeholder & Client Relationship Management | • Employee Engagement & Retention |
| • Gamification & Simulation-Based Learning | • Data Analytics & Reporting (Power BI, Advanced Excel) |
| • Workforce Management Systems (Workday, JIRA) | |

PROFESSIONAL EXPERIENCE

Assistant Manager, Training, *Teleperformance*

Jul 2023 – Dec 2025

- Personally designed and presented client-facing business pitch decks and onboarding presentations for new business opportunities, using creative layout design, imagery, and storytelling to strengthen client confidence and support deal wins.
- Recognized by leadership for excellence in PowerPoint design and presentation craftsmanship, becoming the team's trusted creative lead for high-stakes client presentations.
- Directed training and capability development for a 500+ FTE BFSI portfolio spanning 5 lines of business, ensuring consistent SLA and KPI delivery.
- Guided 60+ new-hire training batches, owning the full agent lifecycle from onboarding through production readiness.
- Oversaw structured 0–90-day agent development, combining coaching, calibration, and microlearning to accelerate time-to-proficiency.
- Strengthened FCR, CSAT, AHT, quality, and retention performance through focused coaching and process interventions.
- Executed workforce planning, scheduling, and WBR/MBR/QBR business reviews, presenting performance narratives through polished, client-ready visual reporting.
- Conducted TNA/TNI assessments to design and prioritize performance improvement initiatives.

Team Manager, Operations, *Admiral Solutions*

Feb 2023 – Jul 2023

- Oversaw end-to-end Motor Insurance operations spanning Customer Service, Escalations, Policy Management, Sales, Quality, and Compliance for a team of [ADD TEAM SIZE].
- Designed client and stakeholder presentations for operational business reviews, applying brand-consistent visual design to communicate performance clearly and persuasively.
- Drove sales and revenue growth while boosting CSAT by [ADD %/POINTS] through focused coaching and process refinement.
- Ensured policy accuracy, quality standards, and regulatory compliance, sustaining a [ADD AUDIT/QUALITY PASS RATE] across the book of business.
- Provided consistent service performance across operations and customer experience, balancing SLA, quality, and cost.

Team Leader, Operations, *Foundever*

Oct 2015 – Jan 2023

- Directed end-to-end operations for Equifax US & Canada customer service programs across North America, guiding a team of [ADD HEADCOUNT] agents.
- Oversaw service delivery, sales support, and compliance, sustaining SLA adherence at [ADD %] over a 7+ year tenure.
- Drove workforce planning, performance management, and process optimization, lifting [ADD SPECIFIC KPI] by [ADD %].
- Strengthened service quality and operational efficiency, contributing to [ADD CSAT/AHT IMPROVEMENT] and overall customer experience gains.

Team Manager, Operations, *Maven Info*

May 2015 – Aug 2015

- Guided a 75-FTE team across global markets, overseeing end-to-end multi-channel operations.
- Drove business development through outbound sales and hospitality client onboarding, contributing to [ADD REVENUE/CLIENT GROWTH FIGURE].
- Directed Digital Marketing, Lead Generation, Local Listings, and website/mobile app delivery across SEO, SMO, design, and content functions.
- Implemented process controls that strengthened service delivery and revenue growth by [ADD %].

Team Leader, Operations, *SITEL India Pvt Ltd.*

May 2007 – Dec 2009

- Oversaw end-to-end operations for Earthlink, Bell Canada, and Dell programs, driving revenue, gross margin, SLA, and KPI performance.
- Guided workforce planning, performance coaching, and process improvements that decreased repeat contacts by [ADD %].
- Provided inbound technical and customer support for Intuit QuickBooks (US) and NTL/Virgin Media (UK) telecom services, resolving software, broadband, and connectivity issues through root cause analysis.
- Sustained AHT, CSAT, and FCR adherence, ensuring [ADD %] SLA compliance across all interactions.

CSR – Agent, Operations, *IBM Daksh India Pvt Ltd.*

Nov 2005 – Feb 2007

- 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 program strengthening tone, active listening, and authenticity; lifted CSAT from 84% to 91%, surpassing the 90% target.
- **Save Our Sales Framework (SOS)** — Structured retention and objection-handling call flow that decreased churn and boosted retention from 12% to 26% against a 30% target.
- **Project Phoenix (0–90 Day Agent Transformation)** — 90-day new-hire performance program using coaching, calibration, and microlearning; CSAT rose from 82% to 87% (goal 85%), nesting sales climbed from 2.4% to 3.8% (goal 4%), and retention increased from 12% to 26% (goal 30%).
- **Decision Tree (Quality & Error Reduction)** — Decision-tree support guide that strengthened call accuracy and FCR from 79% to 85%, lowering repeat errors and quality escalations.
- **Project Gravity (Sales & Retention Enablement)** — Behavioural sales training framework using psychological triggers and a simplified sales flow; increased sales from 1.9% to 4.0% (goal 4.2%) and retention from 17% to 31% (goal 30%).
- **Customer Service Mindset Program** — Mindset-driven service model built on ownership, empathy, and problem-solving that strengthened FCR, CSAT, and overall customer experience.
- **Captain Dyno (Daily Learning Initiative)** — Gamified daily learning and engagement program adopted across multiple departments to raise engagement and performance awareness.
- **One Agent Desktop (Salesforce Optimization)** — Unified agent desktop design that lowered navigation complexity and enhanced call handling efficiency and customer experience.

TOOLS & SKILLS

- Presentation & Creative Design: Advanced PowerPoint, Canva, Adobe Express, Vyond, Epiplex, Visual Storytelling, Brand Marketing, Pitch Deck Creation, Presentation Video Production, 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 & Speech Enhancement)
- Communication: Stakeholder Communication, Client-Facing Presentations, Storytelling

EDUCATION

BA, Humanities & Social Science — IEC University

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

Secondary (10th) — Scholars Home, CBSE