Girish M Trivedi

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Professional Summary

Highly motivated and results-oriented leader with over 20 years of experience in the BPO/KPO industry, specializing in customer service, sales, and team management. Proven track record of exceeding targets, driving team performance, and ensuring client satisfaction. Adept at building and leading high-performing teams, coaching and developing individuals, and implementing process improvements.

Professional Experience:

Team Leader, Foundever CRM India Pvt. Ltd., May 2025 – Nov 2025

- Managed a team of 10–15 executives for inbound and outbound customer service operations.
- Monitored quality scores and service levels, ensuring adherence to client standards.

Team Leader, Teleperformance Pvt. Ltd., Nov 2023 – Jan 2025

- Managed a team of 20–25 executives for inbound and outbound customer service operations.
- Monitored quality scores and service levels, ensuring adherence to client standards.
- Handled escalations, disputes, and complaint resolution processes.
- Generated performance reports and presented findings to management.

Team Manager, Avista Infotech & BPO (P) Ltd., Nov 2019 – Oct 2023

- Managed a team of 8–10 customer service advisors for inbound and outbound contact center operations.
- Managed customer grievances, escalations, CSAT, NPS, and VOC.
- Achieved and exceeded team targets for sales, service quality, and productivity.
- Analyzed Voice of Customer data to identify and address customer pain points.
- Prepared and maintained daily reports for performance monitoring.

Sr. Executive, Angel Broking Limited, June 2018 – Oct 2019

- Provided end-to-end customer support and resolved queries effectively.
- Coordinated pre-sales and sales activities including lead generation and online meetings.
- Conducted product sales presentations and demos.
- Managed incoming/outbound calls, chats, and emails.
- Completed on boarding and support until lead closure.

Key Skills:

- Team Leadership & Management
- Customer Service & Sales
- Process Improvement & Optimization
- Performance Management & Coaching
- Communication & Presentation
- Data Analysis & Reporting
- Problem-Solving & Decision-Making
- Conflict Resolution & Negotiation

Tools: MS Office, LibreOffice, Salesforce, Zoho Suite, Mpower, Bigin, Genesys, ODO and other CRM and Ai based tools.

Education:

- B.Com, Mumbai University (2003)
- IATA-UFTAA Certified Professional (1999)

Languages:

English, Hindi, Gujarati, Marathi, Basic Spanish

Regards,

Girish M Trivedi