

PRATHAMESH VASANT NANGARE

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Professional Summary

Experienced Senior Associate with over 15 years in customer service, travel operations, and team leadership across major global organizations. Recognized for exceptional communication, process improvement, and mentoring skills with a consistent record of achieving high customer satisfaction and performance excellence.

Key Skills

- Customer Relationship Management
- Team Leadership & Coaching
- Problem Solving & Escalation Handling
- Travel Reservations & Ticketing
- Process Training & Quality Monitoring
- Microsoft Office (Word, Excel, PowerPoint)

Professional Experience

Wipro International Ltd – Singapore Airlines (Apr 2015 – Feb 2024)

- Handled reservations, ticketing, and travel agency communications.
- Managed booking modifications, waivers, and refund queues.
- Consistently achieved top C-Sat scores and handled customer chats.
- Supported UK Sales and post-sales operations.

Vitabeing BPO Services Pvt. Ltd. (Apr 2011 – Mar 2015)

- Managed inbound calls related to dealer store medicine purchases.
- Conducted credit checks and handled service escalations.
- Served as Ambassador for two quarters and part of 'Best of the Best' challenge.
- Delivered product and quality trainings.

WNS (Travelocity Process) (Aug 2010 – Mar 2011)

- Managed inbound travel bookings for air, car, and hotel reservations.
- Assisted customers with modifications and new package bookings.

Aditya Birla Minacs – Baroda (Aug 2009 – Jul 2010)

- Led outbound insurance campaigns as Team Leader.
- Trained new hires and managed team of 20 agents.

Birla Sunlife Asset Management (Jun 2006 – Jul 2009)

- Managed outbound persistency and welcome campaigns.
- Promoted to Team Coach and trained staff on new product launches.
- Uploaded data on dialer systems and maintained performance SLAs.

Education

- H.S.C. (Passed)
- S.S.C. (Passed)
- Diploma in Office Automation (MS Word, Excel, PowerPoint)

Core Strengths

- Strong interpersonal and communication skills.
- Excellent under pressure and adaptable to fast-paced environments.
- Accuracy-driven and dependable with a collaborative attitude.

Date: 01/10/2025 | Place: Mumbai

Prathamesh V. Nangare