

NIDHIN DOMINIC

Branch Head | Operations Leader | Service Excellence Specialist

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📍 Kerala, India, Ernakulam Aluva, Kerala, 683101, India

Results-driven Branch Head and Operations Leader with over 6 years of experience across the education services and automotive sectors. Proven track record in driving business growth, optimizing complex operational processes, and leading high-performance teams to exceed KPIs. Expert in strategic planning and service delivery excellence within fast-paced, customer-centric environments.

Experience

Branch Head | Thambis Consultancy

Mar 2025 - Present

- Directed end-to-end branch operations, overseeing admissions consulting and client engagement to ensure seamless service delivery.
- Drove consistent growth in study-abroad enrollments by establishing strategic partnerships and implementing high-standard service protocols.
- Standardized operational workflows and performance tracking systems, resulting in measurable gains in team efficiency and output.
- Mentored a high-performing team of counselors and operations staff, consistently exceeding monthly targets through structured coaching.

Operations Team Member | IDP Education India Pvt. Ltd.

Nov 2022 - Mar 2025

- Managed high-volume student service operations, ensuring 100% compliance with regulatory standards and timely application processing.
- Reduced turnaround time (TAT) by identifying and eliminating operational bottlenecks through data-driven workflow improvements.
- Resolved complex escalations, improving overall student satisfaction scores and maintaining service quality benchmarks.
- Collaborated with cross-functional departments to align regional operations with global service KPIs.

Service Supervisor | Hero MotoCorp

Jan 2021 - Nov 2022

- Supervised daily service center operations, managing a team of technicians and front-desk staff to deliver premium customer experiences.
- Optimized service throughput by implementing staff training programs that significantly reduced customer wait times.
- Enhanced customer retention rates by personally resolving high-level complaints and setting new internal service standards.
- Monitored and reported on key KPIs including technician productivity, service quality, and net promoter scores (NPS).

Warranty Manager | Royal Enfield

Jan 2018 - Oct 2020

- Orchestrated the end-to-end warranty claim process, ensuring strict adherence to quality compliance and manufacturer guidelines.
- Streamlined warranty workflows, which accelerated claim resolution times and cleared historical backlogs.
- Partnered with engineering teams to provide field feedback on recurring technical issues, contributing to long-term product improvement.

Education

Bachelor of Technology (B.Tech) Mechanical Engineering | Capital University, Jharkhand

Skills

Leadership - Advanced | Team Mentorship - Advanced | Strategic Planning - Advanced | Conflict Resolution - Advanced | Process Optimization - Advanced | KPI Management - Advanced | Performance Improvement - Advanced | Workflow Standardization - Advanced | Service Quality Control - Advanced | Customer Experience (CX) - Advanced | Stakeholder Engagement - Advanced | Business Development - Advanced | Admissions Consulting - Advanced | Partner Relations - Advanced

Languages

English | Malayalam | Tamil