

# NIDHIN DOMINIC

Dedicated Operations Team Member with a strong background in the educational sector and automotive industry. Pursuing to leverage over 6 years of diverse experience in project management, communication, and problem-solving in a challenging role.

## Profile Summary

- Utilizing 2 years of experience in the educational sector and over 3 years focused on the automotive industry to bring a diverse skill set to the table.
- Demonstrating a knack for innovative thinking and strategic planning, ensuring service quality standards are upheld to exceed customer expectations.
- Enhanced operational efficiency resulting in a 20% reduction in production lead times.
- Improved customer satisfaction ratings from 85% to 95% through enhanced service delivery processes.
- Implemented a training program resulting in a 25% improvement in employee retention rates.
- Led the implementation of a new ERP system, improving data accuracy by 20% and reducing processing times by 25%.
- Skilled in conflict resolution and performance optimization, with a proven track record of fostering a positive work environment and maximizing team performance.

## Professional Experience

### Operations Team Member at IDP Education India Pvt. Ltd., (Nov'2022 - Present)

#### Key Result Areas:

- Ensuring smooth operation of student services.
- Implementing process improvements to enhance efficiency.
- Maintaining high service quality standards.
- Handling customer escalations effectively.
- Supporting team members in achieving operational goals.

### Service Supervisor at Hero MotoCorp (Jan'2021 - Nov'2022)

#### Key Result Areas:

- Managed service operations for multiple locations.
- Oversaw service delivery and customer satisfaction.
- Implemented training programs to enhance service team skills.
- Optimized service processes to reduce turnaround time.
- Achieved KPIs related to service efficiency and quality.



### Warranty Manager at Royal Enfield (Jan'2018 - Oct'2020)

#### Key Result Areas:

- Developed and managed warranty policies and procedures.
- Reduced warranty claim processing time by implementing streamlined processes.
- Conducted root cause analysis of warranty claims to reduce recurrence.
- Collaborated with engineering and production teams to address product quality issues.
- Achieved cost-saving targets through effective warranty management strategies.

## Internship

### Internship at CIFNET (3 Weeks)

	+91- 7012785362
	nidhindominic0@gmail.com

## Core Competencies

- Operational Efficiency
- Customer Satisfaction
- Process Improvement
- Quality Control
- Team Leadership
- Strategic Planning
- Service Excellence
- Conflict Resolution
- Performance Optimization
- Continuous Improvement

## Soft Skills

Communicator
Problem Solving
Critical Thinker
Motivator
Analytical

## Career Timeline

2022-Present	Operations Team Member at IDP Education India Pvt. Ltd.
2021-2022	Service Supervisor at Hero MotoCorp
2018-2020	Warranty Manager at Royal Enfield

## Education

B.Tech. - Mechanical, Ilahiya School of Science and Technology, 2016

## Personal Details

- Date of Birth:** 21<sup>st</sup> August 1993
- Languages Known:** English, Malayalam & Tamil