



### Work Experience

Nidhi has an overall experience of 26 years, in sectors like Banking, BPO, E-Commerce, Telecom & Consumer electronics. As of today, she is a lead facilitator & senior consultant with various organizations

### Education Background

- Post Graduate Diploma in Management JIMS, Delhi
- Bachelors of Science, Statistics

### Certifications

- Six Sigma Green Belt Certified from QAI
- Certified Process Auditor (Concentrix)
- Business Mgr's Dvpt programme (Airtel) – IIM Ahmedabad
- Leadership Program - Center for Creative Leadership

### Languages Known

- English
- Hindi
- Punjabi

### Location

- Delhi NCR

### Introduction

Nidhi Bhan is a seasoned business leader with over 26 years of diverse experience. She specializes in large-scale business transformations, customer experience enhancement, and operational excellence. A Certified Green Belt in Six Sigma, she brings a data-driven approach to continuous improvement and workforce optimization. Adept at business strategy, governance frameworks, and high-impact training initiatives, Nidhi has successfully guided organizations through change, leveraging her expertise in efficiency enhancement and service quality elevation.

Nidhi began her career in sales at ANZ Grindlays and Standard Chartered Bank, where she excelled as the top performer in transaction account acquisitions, showcasing her strong persuasive and relationship-building skills. She then transitioned into the emerging BPO sector, establishing herself as a leading auditor. Armed with a statistics background and Six Sigma & Lean certifications, she drove continuous improvement initiatives that significantly optimized operations, processes, and customer experience.

During her tenure at Airtel, Nidhi spearheaded several groundbreaking initiatives, including, developing the Quality & Training Bible for 100+ partners and 80K+ employees. She established the Quality function from scratch, building a 120+ strong team of quality specialists and 100+ trainers, leading nationwide training programs across 70+ business lines in Mobile, Landline & DSL, DTH, and High-Value Contact Centers. She ensured readiness for customer touchpoints during major rollouts like Mobile Number Portability (MNP) and 3G launch. She initiated ROI-based training, reducing repeat call rates to below 10%, doubled field collection rates post-training and enhanced frontline effectiveness in COCO stores. She also introduced Quality Audit through Training Effectiveness Consultants, strengthening customer support performance across 50 sites.

Nidhi led behavioral training at Samsung, where she revolutionized employee learning by introducing 70% hands-on training for field engineers. She implemented advanced digital learning tools, including simulators, emulators, videos, and animation. She trained 15,000+ field engineers and designed a robust L&D roadmap, increasing behavior-based CSAT by 25%, driving significant improvement in frontline customer interactions. She launched coaching programs for employee performance enhancement and leadership assessment & development centers. She also lead Samsung's flagship CSR project, equipping ITI students with technical and life skills.

Nidhi's expertise lies in leadership roles focused on Change management and business transformation, Customer experience strategy and CSAT enhancement, Operational excellence and partner governance frameworks. She is adept in Managing large teams, optimizing workforce efficiency, process optimization, and policy implementation. She has a proven track record in driving organizational success through auditing, coaching, and leadership development to drive organizational success.

Nidhi graduated in Statistics (Hons) from Ramjas College, Delhi University (1995) and then went on to do her PGDBM (MBA) from Jagan Institute of Management Studies, Delhi. She completed Business Managers Development Program from IIM Ahmedabad.

She has conducted programs in customer service & sales for Genpact, I-energizer, Samsung, Bharti Airtel, MEPSC (Management & Entrepreneurship and Professional Skills Council, SAIL (Steel Authority of India, Government ITIs and MSME, Anadrome, Miele & Savannah Agrotech. She has worked closely with Amazon, Vodafone, Tata Teleservices & Hindustan Unilever

### Consulting Projects

- ❖ Campus to Corporate Readiness Programs
- ❖ Leadership Assessments /Development centers
- ❖ Stress Management & Work Life Balance
- ❖ NLP – Neuro linguistic Programming
- ❖ Myers – Briggs Type Indicator (MBTI)
- ❖ MAGIC – Making A Great Impression on Customer
- ❖ Net Promoter Score – Training & Implementation
- ❖ Platform Skills – Train the Trainer
- ❖ Effective Communication Skills
- ❖ Conflict Management
- ❖ Coaching & Mentoring
- ❖ Problem Solving & Decision making
- ❖ Interpersonal Skills
- ❖ Negotiation Skills