

SUMMARY

Customer Experience & Service Leader with a track record of driving organizational capability and talent development at **Warner Bros. Discovery** and **Infosys**. I thrive in delivering service excellence within customer-interactive environments through proactive leadership and team enablement. I am driven to deliver strong business outcomes through high-quality service and process improvement. I enjoy solving complex service challenges, optimizing the user journey, and ensuring each customer a world-class experience through consistent brand standards and empathy.

CORE COMPETENCIES

Customer Experience: Service Excellence, Brand Standards, Empathetic Communication, High-Touch Engagement, Guest Satisfaction, Service Recovery

Operational Excellence: Team Management, Performance Management, Service Standards, Cross-departmental Liaison, Workforce Planning, Compliance & Audit

Learning & Development: Training Delivery, Coaching, VILT, Onboarding, Assessment & Interviews

Digital & AI: LLM Prompting, Content Development, GenAI, Process Improvement, Creative Tools

EXPERIENCE

- **Warner Bros. Discovery - Warner Bros. Studio Tour London** London, United Kingdom
Team Leader (Visitor Experience & Retail Operations) Mar. 2024 – Jan. 2026
 - **Leadership & Service Excellence:** Lead a workforce of 120+ associates across three retail locations at Warner Bros. Studio Tour London, welcoming over 6,000 daily international visitors. Cultivated a "guest-first" culture through structured coaching to champion world-class brand standards and elevate the visitor experience.
 - **Customer Experience:** Championed a customer-first environment centered on empathy, actively addressing visitor needs to ensure a seamless journey while fostering a culture that empowers storytelling and deep connection, resulting in high customer satisfaction and frequent positive visitor mentions.
 - **Training & Staff Development:** Conducted daily briefings, delivered induction programs for new starters, standardizing service behaviours and procedures reducing ramp-up time and increasing consistency across teams. Implementing structured coaching and feedback cycles to improve operational proficiency.
 - **Operational Excellence:** Drove significant commercial growth KPIs by boosting SPH by 10% to £20.53 and achieving a 56.3% conversion rate; optimized strategic staff deployment to elevate the customer experience. Supported cross-departmental coordination at studios with Show Experience, Admissions, Security and others to ensure smooth visitor flow, aligned communication, and consistent service delivery.
 - **Award Recognition:** Awarded Team Leader of the Month (Stellar Award, April 2025) & Star of the Month (Stellar Award, May 2024) for exceptional leadership and commitment to team development under the Warner Bros. Discovery guiding principle "Act as One Team."
 - **Performance Management:** Managed HR operations including performance reviews through 1-2-1 discussions, goal management via Workday, disciplinary & absence meetings, and welfare checks with documented discussions.
 - **CX Audit & Compliance:** Executed regular service and safety audits using SafetyCulture to reinforce brand fidelity and maintain the highest standards of visitor experience.
 - -: Associate (Visitor Experience & Retail Operations) Mar. 2024 – Aug. 2024
- **Infosys Limited** Bangalore, India
Senior Systems Engineer (Education, Training & Assessment) Nov. 2019 – Aug. 2022
 - **User-Centric Training:** Delivered 1000+ hours of corporate training with an average feedback rating of 4.7/5
 - **Content Development:** Created assessments, question banks, and digital material for the LeX platform supporting organization-wide talent development.
 - **Mentoring & Evaluation:** Mentored learners through mock interviews, hands-on exercises, and performance evaluations, supporting career progression within Infosys.
 - **Recognition:** Received the Insta Award (December 2020) for excellence in content delivery and supporting professional development within a corporate environment.
 - -: Systems Engineer (Education, Training & Assessment) Nov. 2019 – Feb. 2021

EDUCATION

- **University of Greenwich** London, United Kingdom
MA in Web Design and Content Planning; Grade: Distinction (First Class Honours) Sept. 2022 – Oct. 2023
- **SRM Institute of Science and Technology** Chennai, India
B.Tech in Computer Science and Engineering; Grade: First Class with Distinction July. 2015 – May. 2019
- **University of California, Davis** Davis, California, United States
Global Study Program (Semester Abroad Program); Computer Science Sept. 2017 – Jan. 2018