



Personal Information

Full Name	Nilesh Koli
Address	Thane, India
Current Job Title	WFM Lead
Availability to join (in days)	7

Candidate Summary

Nilesh Koli is an experienced Workforce Management Lead with a strong background in real-time performance monitoring and SLA governance. With over seven years of professional experience, he excels in optimizing schedules, improving interval staffing accuracy, and enhancing service delivery through data-driven planning and actionable analytics. Nilesh has demonstrated expertise in managing Real-Time Adherence operations, leading cross-site coordination, and providing strategic insights to senior management. He is proficient in utilizing workforce management tools like Verint and automating manual tasks using Microsoft Office to improve operational efficiency. His career highlights include leadership roles at Wipro India and Teleperformance, focusing on team motivation and meeting complex business requirements.

Educational Qualification

Degree and Specialization	Institution
BSc. IT (2017)	

Skills

- Team Management
- Workforce Management
- Real-time Analysis
- People Management
- Operations Management
- Stakeholder Management
- Problem Solving
- Data Analysis
- Customer Service
- Process Improvement
- Reporting
- Strategic Planning
- Time Management
- Verint
- RTA
- MIS
- SLA governance
- Microsoft tools

Work Experience Summary

Timeline	Role	Company / Client
Dec 2023 - Dec 2025	WFM Lead	Wipro India
July 2021 - Nov 2023	Real Time Analyst	Wipro India
Jan 2020 - Jun 2021	Real Time Analyst	Teleperformance Global Service Ltd
Oct 2018 - Dec 2020	Customer Service Executive	Teleperformance Global Service Ltd

Work Experience

Company	Wipro India
Duration	Dec 2023 - Dec 2025
Role	WFM Lead
Responsibilities	<ul style="list-style-type: none"> • Manage day-to-day Real Time Adherence (RTA) operations ensuring optimal staffing alignment and compliance to planned schedules • Led cross-site coordination of staff resources, balancing workloads and reallocating agents dynamically • Conduct morning huddles to brief operations on forecasted demand and real-time performance • Optimize schedules and staffing based on intraday performance, call arrival patterns, and shrinkage • Generate and publish two-week advance schedules in Verint • Prepare and analyze Forecast vs Actual dashboards, highlighting major variances and action plans • Ensure the right staffing coverage for each interval to achieve service level and operational KPIs • Directed real-time workforce scheduling and intra-day adjustments across multiple contact center sites

Company	Wipro India
Duration	July 2021 - Nov 2023
Role	Real Time Analyst



Responsibilities

- Managed a Real-Time Analysis (RTA) team, providing daily updates and performance feedback
- Led bridge calls with vendor partners to communicate daily and weekly operational plans
- Improved knowledge sharing by developing comprehensive documentation and standardizing procedures
- Delivered detailed analysis and actionable insights to enhance decision-making for senior management

Company

Teleperformance Global Service Ltd

Duration

Jan 2020 - Jun 2021

Role

Real Time Analyst

Responsibilities

- Adapted to evolving operational situations and excelled independently and collaboratively
- Efficiently managed time and prioritized tasks to meet deadlines in fast-paced environments
- Cultivated a supportive team environment and assisted colleagues
- Rapidly learned and adapted to new technologies and software applications

Company

Teleperformance Global Service Ltd

Duration

Oct 2018 - Dec 2020

Role

Customer Service Executive

Responsibilities

- Processing US customer queries related to their credit file in Consumer Care Management system (CCMS)
- Handling multiple queues in short time with 100% quality score
- Assisted with the training of new hires and conducted floor walks for 10 new batches.