

SUMMARY

Versatile Operations and Program Management Leader with 14+ years of experience building scalable systems and driving cross-functional initiatives across high-growth consumer, travel, and SaaS platforms. Proven track record of architecting AI-driven automation, optimizing operational costs, and leading large-scale teams (200+ personnel). Adept at aligning product, sales, and vendor operations to achieve key business metrics, safeguard brand trust, and ensure operational reliability.

SATVIK SEHGAL

Operations & Program Management Leader

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CORE COMPETENCIES

Strategic Operations: Business Process Redesign, Cost & Refund Optimization, Scale & Growth Strategies.

Program Management: Cross-functional Stakeholder Leadership, AI-driven Automation Deployment, SLA & Escalation Design.

Team & Vendor Leadership: Large-scale Team Management (200+), Vendor Governance, Outsourcing & Transition Management.

Revenue & Account Strategy: B2B Onboarding, Recurring Collections, Performance Governance, Product Feedback Loops.

EDUCATION

Post Graduate Diploma in Operations Management

NMIMS Global Access School for Continuing Education

Bachelor of Arts

University of Delhi

PROFESSIONAL EXPERIENCE

Headout Senior Program Manager

June 2022 - Present

Bangalore / Gurgaon

- Review & NPS Improvement: Architected and deployed AI-driven automation bots to rapidly detect poor reviews and NPS risk signals, reducing manual operational intervention by over 80% and accelerating issue identification by ~90%.
- Program Management with Finance: Program managed cross-functional projects with finance to reduce charge loss owing to customer refunds from 3.86% to sub-1%, without compromising quality of experience.
- Cross-Functional Leadership: Partnered extensively with product, category, and vendor stakeholders to translate data intelligence into measurable business and operational interventions.
- Quality & Performance Governance: Owned platform-level governance, standardizing audit frameworks and improving overall performance metrics from 3.98 to 4.35.
- Brand & Risk Management: Led online reputation management across social channels, structurally resolving public escalations to safeguard brand trust.

Cars24 Program Manager - Operations and Experience

Oct 2021 - June 2022

Gurgaon

- Strategic Cost Control: Successfully increased customer adoption of in-house workshops from 23% to over 60%, significantly reducing dependency on third-party vendor reimbursements.
- Data-Driven Strategy: Analyzed performance data and partnered with executive leadership to strategically extend powertrain and engine warranties from 6 to 12 months.

- Process Optimization: Led post-sales governance across returns and warranty workflows, strengthening escalation discipline and overall operational reliability.

Urban Company

Senior Manager - Operations & Escalations **Mar 2019 - Oct 2021**

Gurgaon

- Large-Scale Team Leadership: Directed floor operations by managing a team of 200+ full-time associates across pre- and post-service teams.
- Cost Optimization: Drastically reduced refund costs from INR 14 per delivery to sub-INR 6 by identifying failure drivers and implementing structured corrective measures.
- Process Redesign & Efficiency: Lowered operational contact rates from 8.7% to sub-5% through self-serve enablement, process redesign, and strengthened root-cause governance.
- Vendor & Outsourcing Management: Successfully spearheaded the transition and outsourcing of core processes to an external contact center partner, driving both scalability and cost optimization.

Djubo | SaaS Platform

AVP - Account Management & Success **Sept 2015 - Feb 2019**

- Revenue & Collections Management: Managed recurring collections of INR 4.8-6Cr annually across existing accounts, strengthening retention and reducing churn.
- B2B Onboarding & Go-Live: Led a 20-member team to successfully onboard hotel partners, contributing ~INR 2.4Cr in annualized net sales.
- Product Collaboration: Built structured feedback loops with internal product teams to continuously improve platform usability and workflow reliability.

EARLIER EXPERIENCE

Yatra.com | Sales Consultant | 2013 - 2015

IBM Global Process Services | Senior Practitioner | 2011 - 2013

Satvik Sehgal: Operations & Program Management Leader

High-impact leader in AI-led automation, large team management, and significant cost & revenue results.

Profile Summary

Seasoned Customer Experience and Operations leader with over 14 years of experience scaling high-growth consumer and travel platforms. Defined by building scalable systems that improve Net Promoter Scores (NPS), architecting AI-driven quality automation, and implementing structured Root Cause Analysis (RCA) frameworks. Bridges customer intelligence and operational interventions for reliability and efficiency.

2015 – 2019: Revenue & Success at Djuho



₹2.4Cr

Annualised Net Sales Impact

Led the onboarding of hotel partners for this hospitality SaaS platform, ensuring successful go-live and adoption.

₹6Cr

Annual Collections Management

Managed recurring collections between ₹4.8Cr and ₹6Cr, strengthening retention and reducing churn for existing accounts.



Product-Led Feedback Loops

Built structured feedback loops between customers and product teams to improve SaaS workflow reliability.

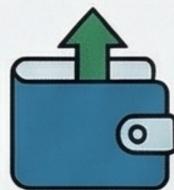
2019 – 2022: High-Growth Operations (Urban Company & Cars24)



200+

Team Management

Led floor operations at Urban Company, managing a large-scale team of full-time associates across pre-service and post-service functions.



57% -

Reduction in Refund Costs

Lowered refund costs from ₹14 to sub-₹6 per delivery at Urban Company by identifying repeat failure drivers.



160%

Increase in Workshop Adoption

Boosted Cars24 in-house workshop adoption for repairs from 23% to 60%+, significantly improving cost control.



Efficiency via Self-Serve

Lowered contact rates at Urban Company from 8.7% to sub-5% through process redesign and self-serve enablement.

2022 – Present: Scalable CX at Headout



80%

Reduction in Manual Intervention

Architected and deployed AI-driven quality and RCA bots to automate processes and reduce human workload.



Accelerated Issue Identification by 90%

Used review intelligence and automation to drastically reduce the time taken to identify platform-level issues.



NPS Performance: 3.98 to 4.35

Owned platform-level governance and structured review intelligence to drive significant gains in customer satisfaction.

Core Expertise & Education



Platform NPS & CX Governance

Specialist in architecting customer quality frameworks and AI-driven issue categorisation.



Cost & Refund Optimisation

Expert in vendor performance governance and SLA/escalation design to drive financial efficiency.



PG Diploma in Operations Management

From NMIMS Global Access School for Continuing Education, complementing a Bachelor of Arts from the University of Delhi.