



Senior Operations Manager

Antal International Network

HOW PERFORMANCE BUILDS TRUST

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THE CLIENT

- US-headquartered Digital Outsourcing company that provides Next-Gen Digital tech-enabled CX (Customer Experience) and Consulting, Trust & Safety and AI Services to their clients across diverse verticals including Media, E-commerce, Gaming, Hi-tech, Fin Tech and more.

THE ROLE

Senior Operations Manager



THE ASK

A diversity candidate with international BPM (business process management) experience focused on BFSI domain and handling a team of over 250 FTE.

URGENCY

The role was critical for their business expansion through new clientele addition in that location



HIRING STRATEGY

Headhunt due to duplication (Not limited to current location of candidate)

BEING AGILE

Focusing more on the value as well as interest and motivation of the candidate, transcending filter criteria like location, compensation, and notice period.



Process Experience

Candidates approached: 27, Interviewed: 5,
Presented: 3

CHALLENGES

Smaller talent pool, tight compensation budget, profile duplication (due to long headhunt efforts already done by client talent acquisition team and other external partners inspired us to headhunt differently. We sourced a candidate who was returning from abroad, but the client decision-maker pushed back, flagging the risk of the candidate not relocating, even though they were otherwise happy with the profile to the point of exceeding the budget. However, having understood the candidate better thanks to the Antal QIM methodology, we backed her and persuaded the client to hire her.



THE OUTCOME

The candidate joined as committed, the client was happy with the role played by Antal in placing this key hire and have since been giving us more roles.

KEY LEARNINGS

- Antal methodologies help us become trusted hiring partners for our clients and encourages them to think beyond the checklist, for accessing premium talent.



WHY SHOULD YOU WORK WITH US?

- If you want to take the guessing game out of your hiring cycle.
- If you want realistic advice on the market realities and talent landscape.
- If you believe that talent is an organization wide conversation.
- If you want to achieve your business plan.

ABOUT ANTAL CHENNAI, Abhiramapuram

At Antal's Abhiramapuram office in Chennai, we specialize in recruiting premium talent across diverse roles for Technology, BFSI, and Healthcare sectors.

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