

FOUNDER & CEO, COMPASS OUTSOURCING AND SOFTWARE SOLUTIONS

Luvendra Naidu

Transforming contact centers into experience hubs through strategy, technology, and CX excellence.

Contact Center Strategy

CX Transformation

Compliance & Governance

Outsourcing & BPO Growth

AI-Powered Customer Solutions



How I help clients

I help organizations reimagine their customer operations by transforming traditional contact centers into experience hubs. With over 25 years of leadership across Telco, Banking, Insurance, Automotive, and Media sectors, I specialize in designing scalable CX strategies, strengthening compliance frameworks, and embedding AI-powered multichannel solutions. My consulting approach blends operational discipline with customer-centric innovation, enabling clients to achieve measurable improvements in efficiency, engagement, and governance. Whether launching new operations or optimizing existing ones, I deliver transformation that builds credibility and sustainable growth.

Relevant sectors / geographies

Telecommunications, Financial Services, Insurance, Automotive, Media & Entertainment, Emergency Services - South Africa, UK, Europe and US.

Selected experience / impact

- Led a listed BPO's transformation to being certified as a GBPO-accredited BPO and assisted with their FSP licence readiness.
- Go to market strategies for 2 large BPO's aligned to their strategy to acquire UK and US clients.
- Directed large-scale Telco and Insurance contact centers, both captive and outsourced, across South Africa and global markets.
- Delivered measurable CX improvements through AI-powered multichannel solutions and employee engagement programs.

Credentials & affiliations

- Member, CCX Consult Network
- GBPO Accreditation (via consulting engagements)
- Senior Executive Leadership across Telco, Insurance, Banking, Automotive, Media & Entertainment
- Founder & CEO, Compass Outsourcing and Software Solutions

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