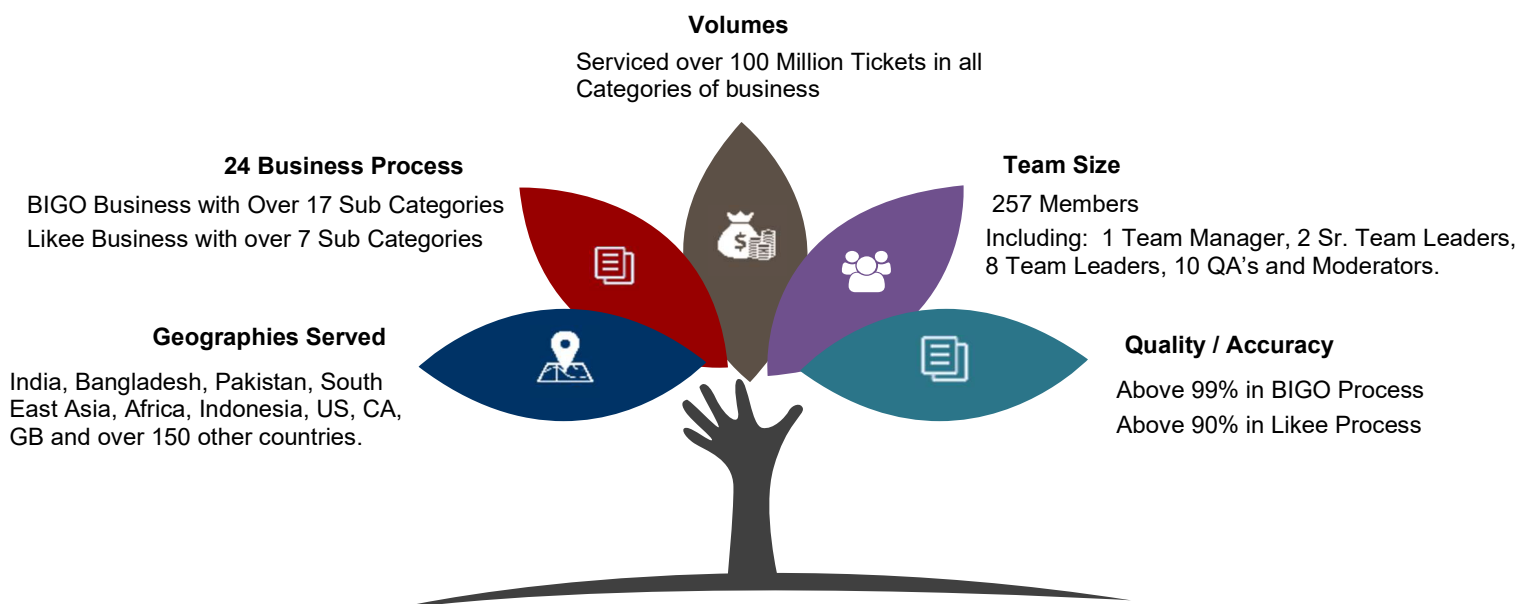


**Assignments in...**  
**Operations Management / Business Development / Key Account Management****Overview**

- Offering National and International work experience with country's most renowned groups: BIGO Services India Pvt. Ltd., Pisces eservices Pvt. Ltd. (Food Panda), Casper Infosystem Private Limited, Twenty FORE Group, Copal Research, IBM Daksh, Global Vantage Pvt. Ltd. and others.
- Key projects / verticals handled in Content Moderations for BIGO's Live Platform, Likee Short Videos & Ads, IMO Ads and Images etc., Food Panda Menu content moderations, Collection (1st & 3rd Party late stage), Shipping industry, KPO industry & BPO (Inbound and Outbound process) such as Healthcare, Billing, AR and Travel (Airlines).
- Distinction of:
  - **Leading a blended process team of over 257 FTE (full Time Employees) with help of 8 Operations Team Leaders covering 24/7 Shifts along with 2 Business Team Leaders and 1 Quality Lead with BIGO Services India Pvt. Ltd.**
  - **Leading the Vendor Operation Team and Menu content moderation Team of 120+ FTE with Food Panda.**
  - **Leading multicultural team of over 1100+ FTE (Full Time Employees) and 15 multi-function Managers spread across 11 offices with Twenty Fore Group.**
  - **35% Increase in revenue generation Y.O.Y with Twenty FORE Group Enterprise. Setting up of Company's new offices in Singapore and Hong Kong.**

**Career Scan****Sep'19 – Present: BIGO Services India Pvt. Ltd.****• Manager – Content Moderation**

**Chief Role:**

- Business and Manpower Planning during Festival, Strikes and Pandemic.
- Daily Business Management: -
  - Shift Planning
  - Queue Supervisions
  - Accuracy and Efficiency Control
  - Trainings, Feedbacks and Business Updates.
- Key Account Management - Ensuring one stop solution for all Key Accounts (Internal & external)
- Reduced workflow inconsistencies while recruiting, interviewing and hiring new staff members.
- Executed regular process updates to reduce discrepancies and enhance scheduling across departments and programs.
- Spearheaded cross-functional initiative to achieve 100% utilization and reduce shrinkage to single digits.
- Counselling and reasoning sessions.
- Implementation of policies and warnings system
- Weekly performance reviews – to ensure optimum level of performance is maintained without surprises.
- Cross Functional training of Associates / Agents to handle peak volumes in different process thus eliminating the requirement of any additional Agents or team leaders to keep the process cost effective.
- Effective SOP development for all Sub-teams to ensure effective utilization of all resources with minimum operational cost.
- Set process timelines and kept teams on task to complete milestones according to schedule.

**Highlights:**

- Awarded Employee of the year twice for 2019 and 2020 for efficiently managing business and its continuity during the Pandemic and during the change in government policies.

**Sep'18 – Aug'19: Pisces Eservices Pvt. Ltd. (Food Panda)****• Operations Manager****Highlights:**

- Headed end to end Vendor Operations, Driving SLA's/ KPI's / VSAT/ SOP's, Capacity Planning, Process Improvement, Project Management, Strategy & Planning.
- Headed the Vendor Service team of 120+ resources including 2TL's, 1 SME and Executives with a common objective of delighting vendors. Ensuring highest levels of VSAT (Vendor Satisfaction Score) is delivered with optimum utilization of resources.
- Manage vendor interactions across multiple Lines of Business catering to In-bound and Outbound calls, SMS support, Email servicing, Key Account Management, Complaints Resolution and Revenue generation.
- Strategic Initiatives to ensure issue rate and order fail rate is brought down consistently
- Emergency Team – real time monitoring of vendor performance to predict/ handle contingencies more efficiently
- Worked directly with other departments to achieve 93% CSAT.
- Consistently hit and exceeded goals by 20%.
- Consistently Maintaining Average Quality Score at 96%.
- Spearheaded process-improvement projects to ensure accurate, timely data delivery, reduced operations expense, and effective relationships with regulatory organizations and vendors, resulting in:
  - 93 percent on-time response to Restaurant Partners and internal teams.
  - 17 percent improvement in overall Restaurant Partner order fail rate.
  - 50 percent Overall resolution rate on tickets generated due to order cancellation.
  - 73 percent order fail rate tickets handled within 1 Hrs, 84 percent within 3 Hrs inspite of 12 Hrs SLA.

**Dec'15 – Aug'18: Casper Infosystem Private Limited****• Operations Manager**

Successfully established online presence and managing multiple websites for the Company, also providing solutions to a variety of companies' business and operational needs. Led complex online presence for a broad range of functions including Real Estates Portal, e-commerce, Product Comparative Site, IMPEX of Commodity and Tour and Travel Forums.

## Aug'07 – Nov'15: Twenty FORE Group Enterprise

### Jan '13 - Nov'15: Pro Facilities Services Pvt. Ltd., Gurgaon as Head Commercial

#### Highlights:

- Lead multicultural team of over 1100+ FTE (Full Time Employees) and 15 multi-function Managers spread across 11 offices.
- Increased Collection revenues by 45% with no clients / projects / Business loss.
- Consistently hit and exceeded sales goals by remarkable 38%.
- Identified key entry points to enhance market penetration and effectively analyzed data to optimize customer satisfaction and increase profitability by 28%.

### Aug '07 - Jun'13: Vision Shipping Pvt. Ltd., New Delhi as General Manager - Key Accounts

#### Highlights:

- Distinction of **increasing tonnages by 25% Y.O.Y and a 35% increase in revenue generation Y.O.Y.**
- Dexterously handled approximately 300,000 to 400,000 tonnes of shipments per month on spot and COA basis from Australia, USEC, China and S. Africa.
- Setting up of new offices for the company in Hong Kong & Singapore.

#### Previous Assignment

Sep'06-Jul'07	Business & MIS Consultant, Delhi
Aug'05-Aug'06	Copal Research Pvt. Ltd. (Presently known as Moody's Analytics), Gurgaon as Associate - MI
May'04-Jul'05	IBM Daksh (Presently known as Concentrix Daksh), Gurgaon as Senior Workflow Specialist
Jan'03-Apr'04	Global Vantage Pvt. Ltd., Gurgaon as Executive –Operations (Process: - Collection)
Jul'02-Jan'03	iShiva Back Office Pvt. Ltd., Gurgaon as Executive (Process: - Medical Billing)

#### Education

2012	<b>Diploma in Management</b> from ICFAI (Institute of Chartered Financial Analysts of India University)
2001	<b>B.Com.</b> From Delhi University, New Delhi
2001	<b>eDiploma in Advance Software Technology</b> from CMC Computer Education Centre, New Delhi

#### Personal Dossier

Address	:	C-142, DDA Flats, Double Storey, Garhi, E.O.K, New Delhi – 110065
Passport #	:	T 7032542
Relationship status	:	Married