

ROSHAN

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New Delhi, India



Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.



Experience

Housejoy

04/2018 - 07/2021

Assistant Operation Manager

- Setting up the processes & standards as an opening member of Housejoy, Delhi with the help of managers.
- Evolved new Ideas to improve the categories which are handled by me.
- Solved Escalation by taking critical decisions by talking to the customers and also making sure the customer is satisfied at the end.
- Creating tickets for escalations and closing them on software called Zendesk.
- Involved in day to day operations of Appliances, Home Cleaning, Pest Control, Computer Repair, Painting, Movers & Packers, Documents Service and Mobile Repair categories.
- Handling small operations team and to provide hassle free service to the customer.
- Managing 20+ Vendors and 50+ field technicians. Also train them for Basic SOP like behavioral training, Operational training and Customer Delight training.
- Following up for Amazon orders to install products at customer's place. Also making Service Provider payout data for completed services.
- Keeping records of products sent by our Partners like, 3M, Hindware, Water Science and Hercules.
- Managing marketing activity like apartment Canopy, Flier distributions and managing promoters. Conceptualized and launched training program for suppliers to keep them



Education

Delhi University

2018

Bachelor's of commerce (B.com)

Govt. Boy's Sr. Sec. School

2014

Intermediate



Skills

Communication

Team Management

Leadership Adapbility

Decision Making

General Management

Escalations Management

Typing Speed (40wpm)

Adobe Photoshop