

ROHIT NAIR

536, SHANTI NAGAR, DURGAPURA RAILWAY STATION, JAIPUR-302018

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SUMMARY

- Impressive success in consistently attaining customer delight turning around operational performance of leading organizations in Managed Services businesses.
- Specialization in Service Delivery and Transformations.
- Passion for designing business process automation solutions that result in higher team productivity & customer delight.
- Identifying and leading process improvement initiatives in all revenue cycle functions and drive value to the business.
- Proven skills in building and maintaining relationships with global clients located across all locations.
- Enterprising leader, people-friendly & approachable with excellent planning, analytical and problem-solving skills.

Core Competencies

- Process Enhancement
- Process Excellence
- Process Design & Documentation
- Team Handling
- Stakeholder Management
- Team Leadership
- Performance Evaluation / Appraisals
- Relationship Management
- Conflict Resolution

Experience

Sr. Operations Manager

Callthedoc Healthcare Solutions Pvt. Ltd.
Jaipur, Rajasthan

May 2017-Present
(Collaboration with Medlife)

- Acting as single POC for different stakeholders within the company and with Medlife.
- Heading Pharma division: - 100+ production FTE's, customer satisfaction and customer retention department.
- Increased Company GMV from 45 Lac to 1.10 Cr. by setting inhouse sales team.
- Expansion from 4 Cities to 14 Cities with minimum workforce.
- Process making, Policy making and Proper implementation.
- Built a new vertical (Private Label Product) from scratch to sustainable.
- Overview lab Department
- Oversaw inventory, effectively controlled costs and negotiation.
- Introduce a training program for new hired for better performance.
- Introduced variable incentive policies.

Operations Manager

Callthedoc Healthcare Solutions Pvt. Ltd.
Jaipur, Rajasthan

Aug 2016 – April 2017
(Collaboration with 1MG)

- Managing a team of 60+ Employees.
- Responsible for Employee orientation programs and aiding them to understand the work culture.
- Assisting team in understanding 1MG (Partner's) technologies.
- Identified inefficiencies and made recommendations for process improvements.

Marketing & Operations Manager

Callthedoc Healthcare Solutions Pvt. Ltd.
Jaipur, Rajasthan

March 2016 – July 2016

- Deploying segments such as CRM, Inbound and Outbound team.
- Vendor Management for marketing collaterals.
- Monitor employee productivity and motivating them to achieve targets.
- Optimize procedures to reduce cost.

Marketing Manager

Callthedoc Healthcare Solutions Pvt. Ltd.
Jaipur, Rajasthan

Aug 2015 – Feb 2016

- Working as a Business and Marketing Manager and targeting hospitals and path labs for packages.
- Binding a team of executives for doctor channel registration.
- Responsible for operations like Time Management, Paycheck Management and Invoice Management.
- Led responsive and compassionate employee relations function, organized candidates search. and hiring processes in tandem with agency director.

Business Development Executive

Ceasefire Industries Pvt. Ltd.
Gurgaon, Haryana

May 2014 – Sept 2014

- Business development in terms of Customer Satisfaction.
- Conducting Training sessions and Mock drills of Cease Fire Security devices.
- Achieving monthly Target.

Education

MBA- Operations & Marketing

Tirupati college of Technical Education

RTU- Jaipur (Raj)

BTech- Electrical Engineering

Vivekananda Institute of Technology

RTU- Jaipur (Raj)

Computer Proficiency

Operating System: Windows XP, 7&10

Software: Anydesk, Microsoft Office 2007, Outlook

Languages

English: Professional Working Proficiency

Hindi: Professional Working Proficiency

Malayalam: Limited Working Proficiency

Career Highlights

-Strategic Planning

-Negotiation Expert

-Analytical

-Cost reduction and containment