

## Administrator



AGE:24

NAME : Priya sharma

LOCATION: Sai nagar , Pune

OCCUPATION: IT Manager

FAMILY: single

### BIO

**+Professional Background:** Experienced in service management and user support.  
**+Tech Proficiency:** Skilled in office software and user management tools.

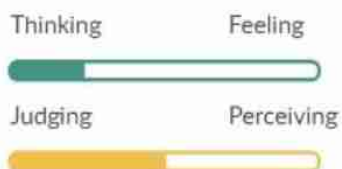
### Goals

**+System Efficiency:** Maintain smooth application performance with minimal downtime.

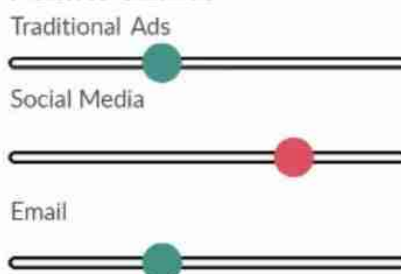
**+User Management:** Oversee the creation, modification, and deactivation of user account

**+Quickly resolve technical issues** reported by users or detected through system monitoring.

### Personality



### Preferred Channels



### Frustrations

**+User Profile Management:** Difficulty handling incorrect or incomplete profiles.

**+Service Listings Maintenance:** Time-consuming updates and changes to service listings.

**+Transaction Processing Errors**

### Motivations



### Pain Points

**+Complex Verification:** Cumbersome user verification process.

**+Inconsistent Service Quality:** Difficulty maintaining accurate service listings.

## SERVICE PROVIDER: PLUMBER



AGE: 24

LOCATION: Hinjawadi ,Pune

OCCUPATION: Freelancer Plumber

FAMILY STATUS: Single

### BIO

+Aims to expand his client base and stabilize his income.

+Aspires to establish his own small plumbing firm in the future.

### Goals

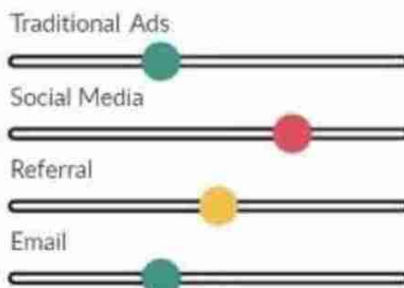
- +Secure Consistent job opportunity to stabilize the income
- +Recieve timely Payment for Service
- +Expand his customer and Skill set

### Personality

Introvert      Extrovert



### Preferred Channels



### Frustrations

- +Stress and Cancellation Disrupts schedule and finances.
- +Payment Delays :Increase financial stress and disrupt cash flow.

### Motivations

Fear



Growth



### Pain Points

- +Inconstient and unpredictable Income.
- +Challenge in finding new customer Regularly.
- + Low Market ratePressure to accept lower fees due to competition.
- +Irregular Working Hours Unpredictable hours disrupt work-life balance.

## HOUSE OWNER



AGE: 35

NAME : SARA JOSHI

LOCATION: Hinjawadi ,Pune

OCCUPATION: Teacher

FAMILY STATUS: married , have  
two children

two children

### BIO

+ Seeks to grow his  
customer network for  
steady work.

+Wants Desire Income  
Stability : Wants more  
consistent income for  
better financial  
management.

### Goals

+Keep the house clean and  
organize

+Reduce stress and save the  
time , manage all household  
services

+Find reliable and  
trustworthy service provider

ality

ert Extrovert

### Preferred Channels

Social Media

Referral

Email

### Frustrations

+Inadequate -Follow up  
:Poor follow-up impacts  
overall satisfaction.

+Hidden Cost :Unexpected  
pricing causes frustration  
and mistrust.

+

### Motivations

Fear



### Pain Points

+Difficult in finding and getting  
reliable service provider

+concern about safety and  
having unfamiliar people in her  
house .

+get rid of inconsistent service  
quality

+