



JAYESH RATHOD

E701 Kaveri Pratham Shilaj Ahmedabad GJ - 380058

9375147575 | rathod.js@gmail.com

www.linkedin.com/in/jsrathod

Ex-Samsung | Ex-RCOM | Ex – Tata | Ex - Medkart | Ex - GTPL

OBJECTIVE

As a Certified (Google) Professional in Project Management, Data Analysis, and Business Analysis, I bring over 25 years of diverse experience, evolving from associate to leadership roles. With a deep understanding of market dynamics, I drive process and system improvements, ensuring successful execution of budgeted plans. Committed to impactful change and fostering collaboration, my strategic acumen positions me to significantly contribute to any enterprise's growth trajectory

EDUCATION

Google Project Management Google Learning Institute	2023
MBA Janardan Rai Rajasthan Vidyapeeth Udaipur	2007 - 2009
BBA Janardan Rai Rajasthan Vidyapeeth Udaipur	2004 - 2007
Diploma in Electronics and Communication Engineering Technical Education Board, AV Parekh Tech Institute	1993 - 1995

EXPERIENCE

Project Manager – Store Roll Out | Reliance Retail Ltd 2022 - Present

- Store Roll Out Planning for Netmeds Brand, By Employing Site Selection Matrix, Evaluating Demographic Criteria through Business Analysis of Trade Area, Location and viable Business Opportunities for expanding footprint in allocated regions. Successfully Achieved 20% Rental cost Saving by assessing through Rent Reduction Negotiation & Relocation
- Enhancing Penetration through strategic tie-ups(Mall/SIS) by evaluating different/unique formats, and proposing changes based on future trends, successfully reduced costs on furniture and fixtures by 10%
- Collaborating Stockholder Broker, Desing Team, EPC, HR, Legal and Govt Authorities, Ensuring Project Completed within Budget and Schedule, by Closely Following up with Team to achieve Milestone, Deliverable and goal; Resulting in 7% Revenue Generation

Sr. Manager Business & Operation | Medkart Pharmacy 2021 - 2022

- Oversaw FOFO and COCO operations, ensuring monthly and yearly achievement of KPIs and KRAs. Utilized business and data analysis tools to enable targeted market campaigns, catchment activities, and seasonal planning, resulting in an 11% incremental revenue growth.
- Developed and implemented a comprehensive business plan to expand store operations, including budget allocation and effective utilization of CAPAX. Negotiated with owners, brokers, and vendors to optimize design layouts and reduce EPC and fixture expenses by 8%, facilitating the addition of 25 stores within two months and reaching a milestone of 100 stores in total.

Manager Business Development | GTPL Hathway Pvt Ltd 2021 - 2021

- Carefully Planning for Project Establishing DSA (Direct Sales Associates Channel by analysis Market dynamics and competition strategy to achieve 120% Enrolment Target within 6 Month.
 - Achieved 2nd Milestone by designing and Implementing Portal Base Enrolment and seamless integration of Business Vertical into Company process: Sales, Customer Service, Claim Process (Order Fulfillment, Delivery, Claim Processing, Dispute Resolution, Escalation) to faster acquisition resulting in 5% overachievement of Target.
-

Head Business Development : Sixth Sense (Belgian Waffle)

2018 - 2021

- Spearheading business operations primarily focused on FOFO, with a keen emphasis on procurement and logistics management to prevent stockouts. Ensuring timely recruitment, training, and quality maintenance for both Back of House (BOH) and Front of House (FOH) staff through meticulous auditing. Utilizing data analysis to forecast present and future stock requirements.
- Continuously innovating by designing and launching new products, add-ons, variants, and flavors, resulting in a 3% increase in add-on purchases. Orchestrating impactful marketing campaigns across various channels including social media, aggregator sites, offline platforms, and off-peak promotions. Achieving remarkable metrics with a 110% increase in page visits, a 25% conversion rate, and a 4% increment in footfall.

Manager Sales & Operation : My Own Eco Energy

2017 - 2018

- Strategically identifying, appointing, and selecting channel partners and locations based on their profiles and requirements. Completing all necessary documentation and licenses while closely coordinating with the EPC team, suppliers, and vendors to ensure the timely completion of pump infrastructure, adhering to safety standards and guidelines. Successfully enrolled 157 fuel stations, resulting in the generation of 1.57 Cr. in fees.
- Launching an effective awareness campaign and establishing B2B tie-ups pre and post-launch. Achieved a demand of 11 liters per day, surpassing the target of 8 liters. Ensuring smooth supply chain operations by collaborating closely with the supply chain team and placing timely orders.

AGM Retail & Operation | Reliance Communication Ltd

2008 - 2017

- Achieved impressive YoY targets, surpassing postpaid targets by 105% and prepaid by 130%. Additionally, successfully cross-sold VAS products by 2% and resolved 98% of trouble tickets and customer requests, exceeding retention targets by 110%.
- Identified potential markets for future expansion by analyzing market types, product requirements, and store types, leading to the establishment of FOFO/COCO setups, including big, mini, and standalone stores.
- Implemented advanced planning for store rollouts, including unification of design and pre-cast fixtures, resulting in a remarkable 45% reduction in setup costs. This approach significantly accelerated the rollout process and propelled our national ranking to the No. 01 position from 17th.
- Led the Field and Call Center Operations as Senior Manager – CSD Operations, achieving a stellar 98% first-time resolution rate by ensuring robust dealer and customer support. Maintained a 98% SLA adherence for field service of Fixed Wireless Terminal and streamlined service center management.
- Managed the training department, ensuring comprehensive quarterly coverage for all agents, engineers, and customer-facing employees. Developed up-to-date content aligned with market trends and technological advancements.

Assistant Manager – CSD & Operation | Tata Teleservice Ltd

2004 - 2008

- Timely installation and repair services with a focus on achieving SLA and MTTR targets. We achieved a remarkable 98% installation within a day and maintained a 99% MTTR of 4 hours by meticulously managing minimum stock levels and conducting thorough reviews, planning, and forecasting based on franchise, location, and seasonal requirements.
- Rigorous audits of assets such as Fixed Wireless Terminals (FWT), spares, etc., and appointment of personnel to ensure the retrieval of assets, thereby mitigating the risk of bad debt and preventing financial losses.
- Comprehensive training programs for engineers and vendors, both in the field and classroom settings, aimed at acquainting them with new products and techniques for faster and more efficient repairs.

Senior Engineer - Field Service & Operation | Samsung India Electronics Ltd

1998 - 2004

- Started from Associate Engineer to Senior engineer Level, Looking for Dealer/Distributor Support, Franchise Support, Call Centre setup. Ensuring Service Operation, by Planning Minimum Stock Level at Franchise/Product/Warehouse Level, Analyzing Part and Non Part Use Calls, Tracking Product wise Fault Ratio to Plan and Order Spares.
- Carry Out Warranty Claim Scrutiny, Find Out Auditable Case, Carry out Data Audit and Field Audit Based on Finding, Suggest Penalties, Improvement, Termination of Vendor/Franchise
- Ensuring Dealer and Distributor Visit and Support, thorough Market Visit, Feedback, Store Return/Recommendation in Coordination with Sales Team. Ensuring D-Sat and C-Sat Survey Score to be Leader among Industries Players.

Apprentice Technician | ISRO (SAC)

1995 - 1996

Design and Develop Digital Payload Circuit For Chirp Generated and IO Card at MSDD Department

SKILLS

- Project management
 - Strategic Planning
 - Budget Management
 - Stockholder Communication & Collaboration
 - Data Analytics
 - Technical expertise
 - Beginner for Asana / Jira
 - Recruitment and Training
 - Quality Assurance
 - Channel Partner Management
 - Compliance and Auditing
 - Leadership, Change Management
 - Quantitative & Visualization
 - Proficiency in Tools like Excel, SQL, Python, R, Tableau, Power BI
 - Beginner for Asana / Jira / Trello
 - PowerPoint, Words,
-

PROJECTS

ONLINE PAYMENT PROCESSING

Company: Samsung India Electronics Limited

Project Highlight: Creating Online Processing of Claim through RTGS/NEFT System

Project Concern: Warranty DD/Chq Processing and Delivery Time is Too High 15 Days approx. at All India

Project Success: With Close Coordination with Finance Team, Ensuring Service Center are Registered through RTGS/NEFT System to Reduced Process Time by 11 Days.

WARRANTY MANUAL CLAIM PROCESS INTEGRATION

Company: Samsung India Electronics Limited

Project Highlight: Creating Online Processing of Misc Claim through Portal Based System

Project Concern: Misc Claim Like Gas Charging, Painting, Courier Claim by ASC is been Delayed > 1.5 Month

Project Success: Design and integrate Misc Claim Processing into Portal System so that it can be Processed within 15 Days of Next Month.

SERVICE DISPUTE RESOLUTION BACK-END PROCESS

Company: Reliance Communication Ltd.

Project Name: Kranti Portal - Centralized Resolution Portal

Project Objective: Reduced and Visualized Back Office Operation Across Vertical

Project Concern: Manual Excel Mailing for Disputed Call Waiver, Unresolved TT Escalation across Channel - Touch Point and Distributor Location

Project Success: Achieved 1 Day Resolution and Visibility to Channel by Designing Portal Based System for above Issue which will be directly Handled and Resolved at Central Resource, Project was replicated across india

CERTIFICATION

- Pursuing Data Analyst Certification
- Certified Google Project Management – <https://coursera.org/share/cad863038192e2ad3b3e9f9f9582506f>
- Foundations of Project Management - <https://coursera.org/share/441ce05d3185fb0e72cc80460653ce7a>
- Introduction to Generative AI - <https://coursera.org/share/a02f565778f3327ff9ec9bc28f4e6817>
- Getting Started with Power BI Desktop - <https://coursera.org/share/9656f96f65a5b03c0759a9e6538f7389>