



If you need something, just Dunzo it!

Date: 30.09.22

Letter of Recommendation

To Whom It May Concern,

It is my pleasure to provide this recommendation for Amartya Kaviraj, who served as a Project Management Associate at Dunzo from October 1st, 2021, to September 30th, 2022. During this time, Amartya reported to me as we navigated one of the most operationally intensive phases of the company's growth.

At Dunzo, we operated with a "bias for action," and Amartya embodied this from day one. He was responsible for the end-to-end operational health of his assigned zones, a role that required him to be both a disciplined analyst and a proactive problem-solver. Amartya was consistently data-driven, utilizing SQL and Metabase to track real-time delivery metrics. Whenever our "Click-to-Delivery" times lagged, he was the first to identify the bottleneck and coordinate with the ground teams to bring our SLAs back on track.

One of Amartya's greatest strengths was his ability to handle cross-functional complexity. He acted as a vital connection between our Product, Catalogue, and City Operations teams. I particularly relied on him for our Weekly Business Reviews (WBRs); he had a talent for using Google Slides and Advanced Excel to transform raw operational data into clear, strategic narratives for our senior leadership. His presentations immensely helped us optimise merchant workflows and reduced prep times across the board.

Beyond his technical skills, Amartya is an incredibly hard working and team oriented person. He managed high stake projects, including the expansion of our 'Dark Store' network, with a level of maturity that is rare for a recent graduate. He thrives in high ambiguity environments and remains calm and focused during high-demand peak hours or supply surges.

Amartya is a highly disciplined professional who brings both hustle and high-level analytical thinking to a team. I have full confidence that he will be a high-impact asset to any organization he joins. I recommend him without hesitation.

Best regards,

A handwritten signature in black ink.

Vikas Kumar Thappad

Project Manager, Dunzo