

# Rashi Agrawal

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Customer-focused operations professional with 5+ years of experience across enterprise consulting and services-driven startup environments. Strong at managing client communication, content quality, and internal coordination in remote, fast-paced teams. Known for attention to detail, structured problem-solving, and dependable execution.

Experienced in ticket-based support workflows, quality reviews, and cross-functional collaboration. Seeking remote roles in customer operations, research support, video quality review, and UX or service operations.

## Skills

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### **Customer & Operations Support**

Customer communication, issue triaging, ticket handling, escalation management, SLA awareness, service coordination

### **Content & Quality Review**

Video and content quality checks, guideline compliance, audio/video validation, detail audits, review checklists

### **Tools & Systems**

JIRA, Trello, HubSpot-style ticketing workflows, Google Workspace, MS Excel, internal dashboards

### **Process & Collaboration**

SOP documentation, workflow optimization, cross-functional coordination, remote team collaboration

### **Communication & Work Style**

Clear written English, professional stakeholder handling, independent execution, time management

## Professional Experience

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### **Customer Operations & Content Support Analyst (July 2023 – Present)**

BlinkLaunch | Remote / India

BlinkLaunch is a services-focused startup working with international clients across the US, Canada, and Europe to support digital products built using modern web and emerging technologies.

- Served as a key communication and operations bridge between clients and internal delivery teams.
- Managed customer requests, feedback, and issues using structured tracking and follow-up workflows.
- Reviewed client-facing content, recorded demos, walkthroughs, and media assets for clarity, completeness, and quality standards.
- Flagged and documented quality issues such as incomplete recordings, poor audio/video alignment, or guideline deviations.
- Coordinated timelines, task hand-offs, and role assignments across multiple parallel client

engagements.

- Documented recurring issues and process gaps, contributing to improved internal SOPs and smoother operations.

**Impact:**

- Improved turnaround time and consistency across client deliverables.
- Reduced rework through clearer review standards and documentation.
- Strengthened client trust through reliable communication and predictable execution.

## **Business Technology Analyst (September 2020 – June 2023)**

*Deloitte USI | Bengaluru, India*

- Designed and executed 250+ functional and regression test cases for enterprise applications.
- Validated Oracle ERP and EPM Cloud releases to ensure data accuracy and system reliability.
- Logged, tracked, and coordinated defect resolution with cross-functional teams.
- Maintained detailed documentation for test outcomes, issues, and release readiness.
- Led daily status syncs for a QA team of 8 in agile delivery environments.

**Awards:**

- Applause Award – January 2022
- Spot Award – March 2021

## **Education**

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### **B.Tech – Electrical & Electronics Engineering**

Banasthali University | 2016 – 2020

CGPA: 8.0

## **ADDITIONAL INFORMATION**

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- Former Radio Jockey, Radio Banasthali — strong communication and voice clarity
- Comfortable working independently in fully remote, deadline-driven roles