

Job Notification Form, IIT Delhi

Company Overview

Name: OLA (ANI Technologies Pvt. Ltd)

Website: www.olacabs.com

Company Type: Private Sector

Startup: Yes

Year of Incorporation: 2010

Description: Ola is India's largest mobility platform and one of the world's largest ride-hailing companies, serving 250+ cities across India, Australia, New Zealand, and the UK. The Ola app offers mobility solutions by connecting customers to drivers and a wide range of vehicles across bikes, auto-rickshaws, metered taxis, and cabs, enabling convenience and transparency for hundreds of millions of consumers and over 1.5 million driver-partners.

Ola's core mobility offering in India is supplemented by its electric-vehicle arm, Ola Electric; India's largest fleet management business, Ola Fleet Technologies and Ola Skilling, that aims to enable millions of livelihood opportunities for India's youth. With its acquisition of Ridlr, India's leading public transportation app and investment in Vogo, a dockless scooter sharing solution, Ola is looking to build mobility for the next billion Indians. Ola also extends its consumer offerings like micro-insurance and credit led payments through Ola Financial Services and a range of owned food brands through India's largest network of kitchens under its Food business.

Ola was founded in 2011 by Bhavish Aggarwal and Ankit Bhati with a mission to build mobility for a billion people. For more details, visit www.olacabs.com/media.

Job Details

Designation: Associate Product Manager (APM)

Type: Information Technology

Place of Posting: Bangalore

Job Details: About this role:
We are looking for an Associate Product Manager for our Ola Support team. Ola Support team is responsible for defining and ensuring the perfect support experience for both our partners and customers. This role entails solving some key problems that our customers and partners may face during the support lifecycle. Hence, it requires strong consumer and partner empathy, problem-solving skills, and ability to coordinate with multiple stakeholders to execute the right solves.

Roles and Responsibilities:

- Build solutions for handling end-user support. Solve for discovery and effectiveness of non-based support solutions.

- Find new ways of interacting with the users, including chatbots.
- Manage and improve on existing channels such as IVR, online help section, chat.
- Manage and improve the existing customer support agent facing tools.
- Conduct primary and secondary research, understand market trends and analyze large amounts of data to come up with insights to help drive product roadmap
- Collaborate with business teams to gather and prioritize requirements
- Work closely with design, engineering, project management, marketing, and other key stakeholders to develop and deliver products, in an agile environment
- Mentor junior product managers within the team

Joining By: January 7

Salary Details

CTC:	1600000 INR Per Annum
Gross:	1400000 INR Per Annum
CTC Breakup:	9.54 (Basic) + 4.77 (HRA) + 4.5 (Others)+ 2 (JB) + 21,600 (PF)
Perks / Bonus:	1,90,909 (Performance Incentive)

Selection Process

Resume Shortlist:	Yes
Written Test:	No
Online Test:	Yes
Group Discussion:	No
Medical Test:	No
Personal Interview:	Yes
No. of Rounds:	1 each
No. of Offers:	2
Minimum CGPA:	

Eligibility

**Recruiting
PHDs:** No

**Eligible
Departments:** B.Tech in Civil Engineering, B.Tech in Civil Engineering and M.Tech in Structural Engineering, B.Tech in Civil Engineering and M.Tech in Construction Engineering & Management, B.Tech in Computer Science & Engineering, B.Tech and M.Tech in Computer Science & Engineering, B.Tech in Electrical Engineering, B.Tech in Mechanical Engineering, B.Tech in Mathematics & Computing, B.Tech and M.Tech in Mathematics & Computing, B.Tech in Biochemical Engineering & Biotechnology, B.Tech in Chemical Engineering, B.Tech in Electrical Engineering (Power and Automation), B.Tech in Production & Industrial Engineering, B.Tech in Engineering Physics, B.Tech in Textile Engineering, B.Tech and M.Tech in Biochemical Engg & Biotechnology, B.Tech and M.Tech in Chemical Engineering, B.Tech in Production & Industrial Engineering and M.Tech in Production Engineering, B.Tech in Mechanical Engineering and M.Tech in Mechanical Design, B.Tech in Mechanical Engineering and M.Tech in Applied Mechanics, B.Tech in Production & Industrial Engineering and M.Tech in Mechanical Design, B.Tech in Textile Engineering and M.Tech in Computer Science & Engineering, B.Tech in Chemical Engineering and M.Tech in Computer Science & Engineering, B.Tech in Production & Industrial Engineering and M.Tech in Computer Science & Engineering, B.Tech in Mechanical Engineering and M.Tech in Thermal Engineering