



RONALD XAVIER

OPERATIONS LEAD - JETLEARN



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HIGHLY CAPABLE USER EXPERIENCE LEAD WITH OVER 4+ YEARS OF EXPERIENCE LEADING CROSS FUNCTIONAL TEAMS TO PLAN, BUILD, LAUNCH AND MANAGE PROJECTS WHICH ENHANCES THE USER EXPERIENCE AIMING HIGH RENEWAL RATE TO MAXIMIZE REVENUE.

- LED A TEAM OF 20 MEMBERS TO MANAGE 2000+ USER ACCOUNTS PROVIDING SUPPORT AND TIMELY ASSISTANCE TO EVALUATE PRODUCT PERFORMANCE WHEREBY COLLECTING USER REVIEWS AND FEEDBACK TO BUILD STRATEGIES AND IMPLEMENTING THEM TO ENHANCE USER EXPERIENCE WHICH LED TO **85% CUSTOMER RENEWAL RATE.**

EDUCATIONAL HISTORY

SCMS SCHOOL OF COMMUNICATION AND MANAGEMENT

- B.COM - TAXATION (2015)

DONBOSCO SENIOR SECONDARY SCHOOL

- INDIAN SCHOOL CERTIFICATE (2012)
- INDIAN CERTIFICATE FOR SECONDARY EDUCATION (2010)

LANGUAGES KNOWN

- ENGLISH
- MALAYALAM
- HINDI

PROFESSIONAL EXPERIENCE

JETLEARN - Team Lead (User Experience) September 2022 - Present

- Responsible for overseeing day to day operations of the team in researching, troubleshooting and resolving concerns raised by customers via phone/chat/emails etc ..
- Onboarding customers and helping them understand product features, characteristics and uses for better product adoption.
- Handling High priority, Social media and CEO Escalations and providing adequate resolutions within the time frame and following up till the issue is resolved
- Ensuring issues and concerns reported via all mediums are resolved with the TAT and SLA defined.
- Collecting feedback and features requested by customers and communicating them to the concerned team. Conducting training, feedback and coaching sessions for co workers and freshers joining the team.

HOBBIES



WORK EXPERIENCE

- **USER EXPERIENCE MANAGER - BYJUS - THE LEARNING APP (2022)**
- **TEAM LEAD - BYJUS - THE LEARNING APP (2021 -2022)**
- **BUSINESS DEVELOPMENT EXECUTIVE - BYJU'S - THE LEARNING APP (OCT 2018 - MAR 2019)**
- **ADITYA BIRLA FASHION & RETAIL LTD - PETER ENGLAND, ASSISTANT STORE MANAGER (SEPT 2017 - MAY 2018)**

INTERNSHIPS

ADITYA BIRLA FASHION & RETAIL LTD. LOUIS PHILIPPE. (MAR 2017 - MAY 2017)

Title : A study on customer satisfaction towards the brand Louis Philippe.

Study focused on Store Analysis , KPIs , visual merchandising, sales, mission happiness projects, virtual Store strategies & customer delight.

ROYAL ENFIELD THIRUVUTIYOOR (APR 2016 - MAY 2016)

- Organisational Study on different departments of the firm such as manufacturing, marketing, finance, public relations and operations.

ACHIEVEMENTS

- Kerala District football player (2008-2009).
- Kerala State football player (2010-2012).
- Represented South zone football team in National Football Tournament.
- Played for Golden threads, RSC Cochin Football Clubs.