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Citizenship: Indian	DOB: 16/09/1993	Gender: Male	EMAIL	email@paarthpareek.com
Objective	To grow, organize, develop & achieve goals of the organization through my curiosity, intellect and skills.			
Work Experience: <i>May 2015 – Present (6+ YEARS)</i>				
<ul style="list-style-type: none"><li><b>Working as Program Manager – Central Strategy and Operations (LOGISTICS) at Zomato (\$12 Billion)</b>, Zomato is the leading food delivery, search and discovery platform based out of Delhi NCR, India; operational in markets outside the country too. I have worked with multiple teams and functions in the organization to support and help where it was needed. My <b>experience of 4 years</b> is listed below in present to past arrangement:</li></ul>				
<ul style="list-style-type: none"><li>- <b>Delivery Partner NPS</b> (Aug’21-Now) – We were rated quite low on the Fairwork index in 2020, working to fix this by creating a product for the field managers that would empower them with data and call connectivity to and from delivery partners. Along with this, also helping with training modules and hiring of field managers.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Cost optimization</b> (Feb’20 – Now) – <b>Reduced operational costs</b> for the company in terms of rider payouts. Streamlined processes and tested out various rules that helped make profit, and, kept delivery partners happy. This has a <b>direct impact on company’s revenue</b>. Brought the CPO (cost per order) <b>down by 10% in the last 6 months</b>. Also, reduced the time to roll out a specific rate card for a cohort of delivery partners from <b>2 days to 15 seconds</b> by building a product. Constantly evolving process and keeping the cost under control.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Communications to partners</b> (June’19 – Now) – Since effective communication need constant checks and training, along with cost optimisation, I manage a team that looks after communication to our delivery partners, merchants and customers.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Feeding India</b> (Dec’19 – Feb ’20) – Feeding India (an NGO acquired by Zomato) had some operational issues with batching and order flows, since this was a CSR and we didn’t want the budget of the team to go high, I consulted them to build a supply chain system. Managed consultation along with my full-time work.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Churn control</b> (June ’19 – Feb ’20) – We had an SOS call where the riders were churning out of the system at an alarming rate (~15%). Volunteered to solve for it and managed to bring down the churn percentage to half (~8%). <b>Created ML predictive models</b> to solve for this. Found out process gaps while solving for churn and fixed them.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Category</b> (Feb’19-June ’19) – Took initiative to expand operational hours by featuring breakfast as a category for the emerging cities. Breakfast slot was the <b>top growing mealtime</b> then. Scaled to 25x orders in 2 months.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Launch</b> (July ’18-Feb ’19) – We had to expand our business to multiple geographies at an accelerating pace. Since launching a city is very crucial, the best of us were sent to start operations across India. I was involved in <b>launching</b> cities across the country.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Rider Quality</b> (May’18-June ’18) – The main reason for decreased NPS score was frequent rider issues. Evolved processes of communication with the delivery fleet. Made sure that the disciplinary issues related to riders decrease overtime.</li></ul>				
<ul style="list-style-type: none"><li>-<b>User Experience</b> (Mar’18-May ’18) – Was involved in <b>fixing algorithms</b> that hampered UX. Decreasing delivery time and upgrade the quality of food by increasing the AAAQ (Affordability, Accessibility, Assortment and Quality) score. Worked on NPS and found reasons for a bad NPS score.</li></ul>				
<ul style="list-style-type: none"><li>-<b>Growth</b> (Nov ’17-Feb ’18) – Made processes to smoothen the restaurant listing on an online ordering platform. Achieved this with <b>limited resources</b> such as making a product on google suite (sheets, calendars).</li></ul>				
<ul style="list-style-type: none"><li>-<b>3P Logistics</b> (July’17-Oct ’17) – Managed 3<sup>rd</sup> party logistics services for cities Bangalore, Hyderabad and Chandigarh. Managing payouts, service compliance, process and product changes were major tasks.</li></ul>				
<ul style="list-style-type: none"><li><b>Worked as Business Head (Mar’17 to June’17) at DriveLocus and BlueJack (\$10 million)</b>, an on growing used car aggregator in addition to self-drive cars. I was looking after sales, operations, making robust processes, fundraising and legal.</li></ul>				
<ul style="list-style-type: none"><li><b>Worked as Sales Manager (Jan’16 to Mar’17) at Swiggy (\$5 Billion)</b>, a food delivery startup in India, We were short of restaurants during early ’16, hence took an initiative to build up supply for New Delhi, India. Also, worked across Product, Finance and Marketing teams to solve the technical glitches that Swiggy faced in its initial stages. <b>Worked as Assistant Operations Manager (May ’15 to Jan ’16) at Swiggy (\$5 Billion)</b>, My basic task was to ensure that there are adequate delivery executives in the area for the projected number of orders. Streamlined processes for hiring, sourcing and onboarding.</li></ul>				
Skills and tools				
Programming languages (JavaScript, C, C++, Basic <b>Python</b> ), Advanced <b>SQL</b> , Google suite scripting, Advanced <b>Excel</b> , Visualising tools (Qlikview, Periscope, Tableau, Redash), Design tools ( <b>Figma</b> , Adobe Ai/Ps, Autodesk Mudbox/Maya/Fusion 360)				
Educational Qualification	B.Tech Engineering Graduate			
Branch of Engineering	Computer Science Engineering (C.S.E.)			
Areas of Interest	3D printing, designing, reading about new technologies, repairing and fixing, trekking, climbing, kayaking, snowboarding, football			
Achievements and Extra curriculars				
<ul style="list-style-type: none"><li>Won internal awards in organizations I worked with, recognizing my creativity and unique problem solving capabilities.</li><li>Won numerous awards at national and state level for engineering projects and sports. Sports included American Football (captain of a state team), football, swimming.</li><li>Volunteered in Jaipur literature festival – a sumptuous feat of new ideas. Described as the “greatest literary show on Earth”</li></ul>				