

Aniket Paul

Senior Associate, Operations

As an accomplished operations associate, I have an impressive track record of delivering major operational improvement and orchestrating people, schedules and resources for optimum productivity, efficiency and quality. Keen to find a challenging position within an ambitious company where I will be able to continue increasing my skills.

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WORK EXPERIENCE

Senior Associate, Operations Book Your Game- BYG

10/2017 – Present

Bangalore

- Leading Firm wide operations from Bangalore
- Management of on-field ops team
- Handling a customer delighting team
- Processing payments for the partners
- Onboarding/SLA process for new partners

Associate, Operations Book Your Game- BYG

10/2016 – 10/2017

Bangalore

- Deployment of CRM for the partners
- Client relationship management
- Chat/On Call support to partners & customers
- Role in set up the customer support flow

Associate, Sales Book Your Game- BYG

12/2015 – 09/2016

Pune

- Client Acquisition
- GMV drive
- Ground marketing activities

Associate, Operations LetsTransport

06/2015 – 11/2015

Bangalore

- Daily operations planning
- Vehicle utilization analysis
- Fleet training – Technological & Behavioral
- Supply team training and management

Co-Founder Midnite Breakfast

10/2014 – 03/2015

Nagpur

- Total Investment – Rs 14000
- Broke even in 5 days
- MRR: Rs 1.2 Lacs

SKILLS

Operation Management



Customer Support



Client Relationship



Process Management



Team Management



MS Excel, MS Word, MS Powerpoint



Base SAS



SQL



EDUCATION

Kavikulguru Institute Of Science & Technology
(08/2010 – 05/2015)

- Bachelors of Engineering- Information Technology

LANGUAGES

English



Hindi



Bengali



INTERESTS

Sports

Music

Travelling