**PRANJIL JAIN**

**Sector 74 - Noida**

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Profile Summary

Highly effective operations executive with 19 months of experience in account management and Restaurant partnership. Seeking to handle account management and operations at a progressive organization.

Objective

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

Experience

UberEats, Gurugram— Operations Associate

June 2018- January 2020

1. Responsible for managing central on-boarding which includes restaurant information (Menu, Pick up instructions, Bank details) auditing and uploading.
2. Coordinating food photographers and the restaurants to schedule the photoshoot and managing the auditing and uploading of photographs on the portal.
3. Training the restaurants for using the Application, payment cycle and Support services.
4. Worked as a Senior Executive. Lead a team of 3 people who are responsible for the Training of the restaurant, managing the supply hours for the restaurant and non-acceptance of the orders, and other restaurant app related issues.
5. Handling Product support. Responsible for contacting the restaurant in order to run Promos on co-funding, from negotiating to making the promo live on Eater app.
6. Worked on App backend, where I made the changes for the restaurant. If the restaurant wants some changes in their running promo, I was responsible to change on the app and in the backend system so at the time of check out, app shows correct amount according to the discount decided with the restaurant.
7. Worked on QMS of the restaurants which includes (Supply hours, Unacceptance of orders, Customer feedback)
8. I was a major part of launching the areas of overall Delhi NCR in which some areas i was the part of team and some areas i got to lead.

Curefull Pvt. Ltd. - Noida (Internship)

June 2017 – July 2017

1. Data analysis for the Curefull APP.
2. Research by questionnaires from doctors of local area.

Education

*Bachelors in Bu*siness Administration’ Honors, GLA University, Mathura

2015-18 BATCH, 80% with honors degree

Gyan Deep Sr. Sec. Academy, Agra— *12th*

2015 BATCH, Commerce Stream, 65.6%

Gyan Deep Sr. Sec. Academy, Agra— *10th*

2013 BATCH, 6.2 C.G.P.A.

Skills

* Team-management
* Business Communication
* Project Management (operations)
* Accounts Management
* Client Handling
* Time management

Technical Skills

* Salesforce
* MS- Excel
* MS- PowerPoint

Languages

* English and Hindi