



# ROHIT RANJAN

📍 NEW DELHI, INDIA 📞 +91-8861898799

## ◦ DETAILS ◦

New Delhi  
India  
+91-8861898799  
[rohitranjan2705@gmail.com](mailto:rohitranjan2705@gmail.com)

## ◦ LINKS ◦

[Linkedin](#)

## ◦ SKILLS ◦

Knowledge Management  
Communications  
Strategic Communication  
Technical Report  
Contract Management  
Analytics  
Project Implementation  
Financial Management  
Procurement  
Risk Mitigation  
Remedial Action  
Career Development  
Coaching  
Supervision  
Coordinating  
Lending Products  
Resilience  
Human Development  
Management  
Settlement  
Agility  
Cron  
Research  
Sustainable Development  
Surveying  
Regional Sales  
Channel Sales  
Market Share  
Sales



## PROFILE

Experienced and effective Operations Manager bringing forth valuable industry experience and a passion for management. Results oriented with a proven track record of improving overall operations within a company or department. Adept in analytical thinking, strategic planning, leadership, and the management of staff and procedures.



## EMPLOYMENT HISTORY

### Operations & Growth Manager at Caterspoint Futuristic Foods, New Delhi

May 2024 — Present

- Revolutionizing Online Food Ordering and Delivery.
- Passionate about building and continuously improving Caterspoint with excellence, driving innovation, and enhancing user experience to deliver unparalleled service in the industry.
- Ensuring smooth day-to-day operations of the cloud kitchen, including managing kitchen staff, inventory, supply chain, and logistics. Implement processes to enhance efficiency, minimize wastage, and improve overall performance.
- Maintaining high standards of food quality, presentation, and taste. Regularly inspect kitchen operations and ensure compliance with food safety regulations and hygiene standards.
- Delivering exceptional customer service and satisfaction. Monitor customer reviews and feedback to identify areas for improvement and implement strategies to enhance the overall dining experience.
- Developing and executing marketing strategies to attract new customers and retain existing ones. Utilize digital marketing channels, social media platforms, and partnerships to increase brand visibility and drive sales growth.
- Identifying opportunities for expansion into new markets or locations. Conduct market research, feasibility studies, and financial analysis to assess the viability of expansion initiatives. Develop business plans and timelines for launching new cloud kitchens.
- Managing budgets, expenses, and financial performance metrics. Monitor sales trends, analyze financial data, and identify cost-saving opportunities to optimize profitability.
- Identifying potential risks and challenges that may impact business operations. Develop contingency plans and mitigation strategies to address issues such as supply chain disruptions, equipment failures, or regulatory changes.

### Operations Team Lead at Google India- via staffing partner Vaco Binary Semantics LLP, Gurgaon

April 2018 — May 2024

- Google Hotel Ads Expert
- End to end support operation management across Tier 1 workflows. Stakeholder engagement, reporting, KRA adherence.
- Key Performance Indicators (KPI) trend report development and governance through WBRs, MBRs and QBRs.
- Employing innovative (lean/Six Sigma) strategies for metric target achievement, sustenance and improvement.
- Supervision and direction of 30+ team members to deliver exceptional performance timely to meet client Service Level Agreements (SLAs).
- Talent identification and retention, Bottom Quartile (BQ) management plan implementation using Performance Level Approach & Early Warning Systems.
- Leading Quality Excellence with Quality Assurance & effective Training and Development drives. Quality Goals > 95% consistently throughout successive quarters.

Innovation  
Operations  
Leadership  
Project Management  
Excellent Customer Service Skills  
SLA Management  
Stakeholder Communication  
Training and Development  
Team Management  
Quality Analysis  
Escalation Management  
Root Cause Analysis  
Task Delegation  
Conflict management  
Google Adwords & Hotel Ads  
Specialist

- Daily operational/administrative task management and delivery using Google based tools and dashboards. Designed and prepared technical reports, studies and related documentation.
- Developed and presented business cases, presentations and reports to senior management.

**Production & Quality Engineer at Bharat Heavy Electricals Limited-services provided by Bholasingh Jaiprakash Construction Limited, Bengaluru**

August 2016 — December 2017

- Execution of Fabrication & Erection works of Structural Steel at Bharat Heavy Electricals Limited's (BHEL) 1x370MW Combined Cycle Gas Based Power Plant in Yelahanka, Bengaluru.
- Monitoring & ensuring quality of fabricated steel structures as per BHEL's Field Quality Plan.
- Coordinated the efforts of 400 workers for timely completion of fabrication & erection of 10000MT Steel Structure as per Quality Standards set by BHEL.

**Design Engineer at i3 Technologies Private Limited, New Delhi**

July 2015 — August 2016

- Worked on Design & Development of a new electric vehicle being developed by the company. Designed all components & parts of the vehicle using SolidWorks as per Automotive Industry Standards. Monitored manufacturing of the designed products as per specification.
- Evaluating Techno-Commercial risk in manufacturing the designed parts.

 **EDUCATION**

**Masters of Business Administration (Finance & Supply Chain Management), Delhi Technological University, New Delhi**

2020 — 2022

**Bachelor of Engineering-Mechanical Engineering, Visvesvaraya Technological University, Belgaum**

2011 — 2015

 **COURSES**

**Project Management (XJTXCFG93X7), Google India**

2021 — 2021