

CONTACTS



+91 – 7411323684



kishorn491@gmail.com



[LinkedIn](#)

CORE COMPETENCIES

- Operations Management
- Process Optimization
- SOP Design
- Vendor/Seller Management
- SLA Governance
- Cross-Functional Collaboration
- Workforce Management
- Escalation Handling
- Automation Deployment
- Quality Assurance
- Performance Reporting
- Strategic Planning

EDUCATION

2018
BBA (Business Administration)
Techno Global University, Madhya Pradesh

2014
Diploma in Electronics & Communication Engineering
IR Polytechnic

TECHNICAL SKILLS

- Workflow & Automation: Google Scripts, Google Sheets automation, Google Sites

KISHORN

Senior Manager – Operations, Strategy & Process Excellence

Driving operational excellence, process optimization, large-scale team management, and 0–1/1–10 systems transformation to enhance efficiency, throughput, and business performance across high-growth environments.

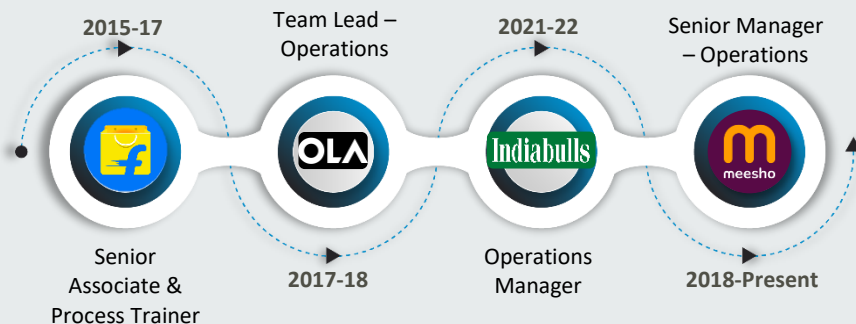


PROFILE SUMMARY

- ➔ Possess **over 10 years of experience** in operations management, **P&L ownership**, long-term planning, ROI- and IRR-driven execution, **process optimization**, **0–1 setup**, **1–10 scale-up**, governance, and large workforce leadership across e-commerce and hyper-growth environments.
- ➔ Working as **Senior Manager - Operations at Meesho**, leading acquisition, activation, retention, and compliance functions with measurable impact on NMV, throughput, seller performance, cost efficiency, and margin outcomes.
- ➔ Expertise in building **0–1 operational ecosystems**, scaling teams up to 800+, and deploying automation frameworks to reduce TAT, cost, and manual effort while improving ROI.
- ➔ Skilled in designing **SOP frameworks**, **product-based solutioning**, **DS/AI-enabled quality mechanisms**, dynamic manpower planning, and cross-functional governance to drive sustainable business impact.
- ➔ **Recognized with multiple organizational awards for high-impact, ROI-positive initiatives**, including compliance transformation enabling brand onboarding and revenue enhancement.
- ➔ Proficient in **Google automation tools**, **SQL**, and workflow systems, with strengths in **long-term planning**, **IRR-led problem-solving**, and data-backed operational decision-making.



CAREER TIMELINE



WORK EXPERIENCE

July 2024 – Present | Senior Manager – Operations
Meesho

Bangalore, India

Growth Path:

2018 - 2020	• Team Leader
2020 - 2021	• Assistant Manager
2021 - 2024	• Manager
2024 - Present	• Senior Manger

Highlights:

Non-GST Supplier Acquisition & Activation (H2 to H1 Project) – 0 to 1 Build

Acquisition

- ➔ Built the Non-GST program from the ground up, delivering 1% NMVc incremental value without cannibalizing existing supply.
- ➔ Scaled operational throughput from 600 to 10,000 sellers/month by re-targeting drop-offs in the registration funnel-achieved with zero manpower increase.

- Analytics & Reporting: Google Data Studio, SQL
- Customer/Seller Platforms: Zendesk, Freshdesk, Kapture
- Advanced Technologies: Data science model, Artificial Intelligence (AI)

SOFT SKILLS

Leadership



Decision-Making



Strategic Planning



Problem-solving



Analytical Thinking



Communication



CERTIFICATION



Six Sigma Black Belt

PERSONAL DETAILS

Date of Birth : 10th March 1995

Languages Known : English, Hindi, Marathi, Bengali, Tamil

Address : Bangalore – 560068

- ② Established end-to-end Inbound and Outbound seller support systems to convert high-intent sellers stuck in registration, ensuring positive IRR.
- ② Drove efficiency improvements by shifting toward product-based solutioning, reinforcing scalable operations.

Activation

- ② Improved seller order activation rate to 35%.
- ② Increased average and median ordered listings per seller to 8, strengthening product-market engagement.
- ② Enhanced price-aligned VC to 45% in one cycle, resulting in a 1.8× uplift in order-by-view conversion.
- ② Delivered an 8pp NMV/GMV improvement by identifying weak cohorts and improving shipping performance through higher O2M, M2S, and speed metrics.

Retention

- ② Increased Month 1–Month 3 seller retention by 12pp across activated sellers.
- ② Employed a symptom-backward problem-solving approach to identify root causes and drive sustainable retention outcomes.
- ② Managed three end-to-end PODs (Acquisition, Activation, Retention) with a 97-member operations workforce.

Review Systems & Governance

- ② Led structured governance across Weekly Kaizens, Fortnightly Reviews, Mentor Connects, Monthly BHAGs, and POD Reviews.
- ② Translated complex operational problems into actionable Key Results, using PFS and WS frameworks for leadership-aligned execution.

April 2022 – June 2024 | Operations Manager

Meesho

Bangalore, India

Cataloging, Merchandising Quality & IP Compliance | (Managed a 360-member team)

- ② Maintained the end-to-end objective of improving merchandising quality while increasing processing speed and minimizing operational cost across cataloging and compliance workflow.
- ② Led the complete Brand Documentation process, establishing standardized validation and approval mechanisms for branded sellers and products.
- ② Built and scaled a dedicated Intellectual Property (IP) Grievance & Enforcement function from scratch, covering brand whitelisting and delisting of non-authorized suppliers.
- ② Headed IP grievance operations across three core use cases: Image Infringement, Brand Infringement, and Text Infringement, ensuring consistent and policy-compliant enforcement.
- ② Drove the removal of 42 lakh fake and illegal listings, reducing platform views of non-compliant items by 80%, bringing them down to 0.1% of total views.
- ② Designed and launched Project Suraksha, enabling proactive whitelisting of branded products prior to listing to prevent downstream IP violations.
- ② Reduced Cost per Catalog QC from 2.68 to 0.31 (90% reduction) and cut QC turnaround time from 14 hours to 4 hours, without workforce expansion—directly contributing to promotion.
- ② Built the business case for a Data Science / AI-led detection model to identify catalog quality and compliance issues at the point of new inflow.
- ② Developed and implemented a product-based self-serve catalog modification feature, reducing support ticket volume by 15%.

Feb 2021 – July 2021 | Assistant Manager – Operations, Grocery (Fulfillment & Experience)

Meesho

Bangalore, India

(0-to-1 Project | Managed a 60-member team)

- ② Set up the entire operational framework for customers and delivery partners.
- ② Built a dynamic pricing model for fresh fruits and vegetables across cities.
- ② Established customer compensation and refund systems.
- ② Owned end-to-end Customer NPS, covering product quality, pricing, and delivery speed.

Sept 2018 – Jan 2021 | Assistant Manager – Operations, Seller Support (Fulfillment & Experience)

Meesho

Bangalore, India

(0-to-1 Project | Scaled team from 3 to 800)

Team Building & Process Design

- ② Scaled the operations ecosystem from 3 to 800 team members, owning hiring, organizational design, and SOP creation.
- ② Designed end-to-end SOPs for all processes and cross-functional workflow, ensuring consistency and compliance.

Systems Deployment & Automation

- ② Deployed a long-term ticketing system integrated into the seller panel, reducing friction and lowering the interaction-to-order ratio by 15%.

- ② Automated ticket allocation, routing, OKR tracking, and GST reporting, removing 10,000+ manual tickets/month.
- ② Introduced Google Script-based automated reporting, eliminating manual reporting efforts.

Operational Efficiency Improvements

- ② Reduced resolution time from 80+ hours to 8 hours via manpower optimization, SOP redesign, and workflow automation.
- ② Cut first reply time from 14 hours to 3 hours.
- ② Implemented dynamic workforce planning and accuracy-led checklists.
- ② Reduced manual supplier reimbursements from INR 60 Lakhs to 40 Lakhs/month through fraud detection, duplicate payout controls, and TAT governance.
- ② Improved TDS reimbursement SLA from 14 days to 3 days via a data-driven process built with finance.

Seller NPS, Satisfaction & Experience

- ② Converted negative Seller NPS to positive within one quarter.
- ② Improved payment-cohort NPS by reducing:
 - Order payment SLA from 15 days to Delivery + 7 days
 - Compensation payout SLA from 14 days to 48 hours
- ② Increased seller satisfaction (ticket CSAT) from 60% to 85% by establishing a quality function, refining SOPs, accelerating resolutions, and adding call/callback support.

Cost & Productivity Optimization

- ② Reduced Cost per Contact and Cost per Order via targeted outsourcing and IT tool deployment.
- ② Lowered the Interaction-to-Order ratio from 1.82% to 1.2% by reducing TAT, eliminating duplicates, and deploying high-traffic FAQs.
- ② Automated GST and failed-payment communications for scale efficiency.

July 2021 – April 2022 | Operations Manager

Indiabulls

Bangalore, India

Highlights:

Customer & Seller Support

- ② Built Supplier Support and Customer Support teams from scratch, establishing workflow, SOPs, and service standards.
- ② Managed a 60-member cross-functional support team to meet SLAs and drive operational rigor.
- ② Owned end-to-end Supplier & Customer Payments, ensuring timely settlements and issue resolution.
- ② Improved response time, accuracy, and satisfaction through process optimization and targeted training.
- ② Coordinated with product, finance, and operations teams for escalation resolution and payment workflow improvements.
- ② Implemented dashboards and monitoring systems for KPIs, productivity, and quality.
- ② Conducted performance reviews, coaching, and workforce planning to maintain service excellence.

March 2017 – Sept 2018 | Team Lead – Operations

Ola

Bangalore, India

Highlights:

Customer & Seller Support

- ② Led a driver-support team handling large-scale inbound queries.
- ② Monitored AHT, CSAT, productivity, and adherence to drive performance.
- ② Managed shift planning, workload allocation, and daily huddles.
- ② Delivered coaching and performance improvement plans to enhance capability.
- ② Ensured timely resolution of payment, incentive, onboarding, ride, and app-related issues.
- ② Analyzed call trends and prepared performance reports to identify improvement areas.
- ② Improved driver satisfaction through first-call resolution and empathetic support.

Aug 2015 - Feb 2017 | Senior Associate & Process Trainer

Flipkart

Bangalore, India

Highlights:

Aegis Seller Support Team

- ② Handled seller escalations involving incorrect or damaged return compensation, ensuring effective resolution.
- ② Conducted RCAs using the ACPT framework to prevent agent-, process-, and technology-related escalations.
- ② Tracked and analyzed repeat escalation rates at the disposition level to drive corrective actions.
- ② Delivered SPF (Seller Protection Fund) training to 8 batches, achieving an average throughput of 90%.