



JAYTALI VIJAY NATE

CONTENT OPERATIONS PROFESSIONAL

CONTACT

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COMMUNICATION

Motivated to tackle new challenges and build success with an exciting organisation.

LEADERSHIP

I have received the “Employee of Month” recognition many times. I’m known for my multi-tasking abilities and as a critical thinker to handle deadlines.

EDUCATION

Bachelor of Arts in Mass Media
(Advertising)

SKILLS

Content Operations

Media Planning

Research Analysis

Client Communication

A versatile professional with a rich background in both front desk operations and customer support, complemented by hands-on experience in media content operations. With a keen eye for detail and exceptional organizational skills, I have successfully managed front desk responsibilities, ensuring a seamless and welcoming experience for clients. Additionally, their dynamic experience in media content operations reflects a strategic and creative approach, contributing to the effective coordination and execution of various projects. Adept at balancing customer-centric roles with media-related tasks, I bring a unique skill set and a commitment to excellence in every aspect of my work.

EXPERIENCE

April 2022 – Till Date

Platform Content | Assistant Manager | Zee5

- Spearheaded dynamic content curation and featuring strategies by 10%, enhancing platform appeal and user engagement for Zee5.
- Implemented impactful promotional inputs, driving successful execution and elevating brand visibility.
- Demonstrated proficiency in updating daily shuffle collections, ensuring a fresh and vibrant content showcase by 50%.
- Leveraged data-driven insights to monitor content performances, analyzing metrics aligned with team-defined KPIs.
- Played a pivotal role in optimizing content strategies by 30%, contributing to the platform's continued growth and success.

November 2021 – March 2022

Content Operations Manager | Musicology | Moodagent

- Played a pivotal role within the Musicology team at Moodagent, actively bridging cultural gaps by effectively communicating insights on the unique landscape of Indian

music conditions to headquarters, thereby contributing to refined and localized music recommendations.

Microsoft Office

Time Management

Meta Data

Problem Solving

Talent Management

Front Desk Operations

Customer Support

Quality Assurance

Teamwork

Client Relations Management

Organizational Skills

- Demonstrated meticulous organizational skills as a Content Operations Manager by implementing and maintaining a weekly release plan, ensuring timely availability of key international releases on the platform with accurate metadata. Conducted comprehensive metadata clean-up for Indian artists, guaranteeing error-free artist credits and enhancing the platform's content integrity.

October 2019 – October 2021

Senior Executive | Content Operations | MX Player

April 2019 – October 2019

Senior Media Executive | Content Operations | Prime Focus Technologies Pvt. Ltd

August 2017 – September 2019

Customer Support Representative | Quality Assurance | Spanco

- Delivered outstanding customer service by resolving an average of 50 daily inquiries through phone calls, emails, and various channels, achieving a remarkable 99% customer satisfaction rate.
- Stepped into a managerial role during my supervisor's absence, where I supervised daily team operations, ensuring quality assurance checks and sustaining a 99% customer satisfaction rating.

January 2016 – December 2017

Floor Manager | Salon Operations | Toppers Salon and Spa

- Streamline front desk operations at Toppers Spa and Salon, creating a warm and organized atmosphere for clients. Handle appointment coordination, phone inquiries, and streamline check-in and check-out processes, enhancing overall customer satisfaction.
- Supervise daily floor operations, ensuring effective communication between staff and clients, while maintaining high standards of service, cleanliness, and professionalism.
- Implement and uphold efficient reservation systems, conduct client relations management, provide staff training, and leverage strong organizational skills to manage various responsibilities for a well-functioning reception area.

REFERENCES

[Available upon request]