

STANLEY VARGHESE

SENIOR TEAM LEAD - OPERATIONS

Results-driven and Experienced Senior Team Lead with over 3 years of proven expertise in operations management, team leadership, and project coordination. Adept at optimizing processes, resolving conflicts, and ensuring high-quality service delivery. Seeking a new opportunity to leverage skills in driving operational excellence and achieving business objectives within a dynamic and growth-oriented environment.

WORK EXPERIENCE

Senior Team Lead

Shadowfax Technologies | Bangalore, India
From August 2021 to May 2024

Key Responsibilities:

- **Led a support team to assist delivery partners in completing deliveries on time**, ensuring prompt communication and troubleshooting any rider issues to maintain high satisfaction.
- **Motivated the support team through clear communication** and encouragement, helping them respond efficiently to rider queries and operational challenges during peak hours.
- **Managed daily support operations**, overseeing rider assistance, issue resolution, and ensuring smooth coordination between riders and the dispatch team for timely deliveries.
- **Conducted performance reviews for support team members**, offering constructive feedback to improve response times and the quality of issue resolution for riders.
- **Resolved rider issues quickly and efficiently**, ensuring any problems encountered during delivery, such as navigation or restaurant-related delays, were addressed in real time.
- **Proactively prevented issues from escalating** by monitoring deliveries and resolving concerns before they impacted rider performance or customer satisfaction.
- **Coordinated efforts to maintain smooth delivery operations**, conducting root cause analysis (RCA) to identify mistakes, operational bottlenecks, and areas of improvement.
- **Enforced quality and compliance standards**, including terminating riders involved in fraudulent activities to ensure integrity in the delivery process.
- **Made critical decisions under pressure**, especially during peak times, ensuring rider issues were escalated and resolved swiftly to maintain high delivery success rates.
- **Implemented process improvements based on RCA findings**, reducing inefficiencies in rider support and improving the overall delivery experience.



CONTACT

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- 📍 Dubai, UAE

EDUCATION

- ♦ **Master of Business Administration (MBA)**
Human Resource Management
Bharathiar University, Bangalore, India | 2019 - 2021
- ♦ **Bachelor of Arts and Management**
Mangalore University, Mangalore, India | 2016 - 2019

KEY SKILL

- ♦ Team Leadership
- ♦ Operational Strategy
- ♦ Process Optimization
- ♦ Project Management
- ♦ Performance Management
- ♦ Conflict Resolution
- ♦ Quality Assurance
- ♦ Resource Allocation
- ♦ Budget Management
- ♦ Customer Relationship Management
- ♦ Data-Driven Decision-Making
- ♦ Time and Attendance Management
- ♦ Payroll Processing
- ♦ Service Quality Improvement

Intern

M/s. Future General India Life | Bangalore, India

6 Months

Key Responsibilities:

- ♦ Sourcing: Identified and sourced potential candidates through various channels, including job boards and social media, to build a strong talent pool.
- ♦ Screening: Conducted initial candidate screenings to evaluate qualifications, skills, and cultural fit for open positions.
- ♦ Interview Coordination: Facilitated face-to-face interviews, coordinating schedules between candidates and hiring managers to ensure a smooth interview process.

DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.

STANLEY VARGHESE

CERTIFICATIONS

- ♦ Bachelor of Biblical Studies
- ♦ Workshop on Digital Marketing

COMPUTER KNOWLEDGE

- ♦ MS Office Suite
- ♦ Freshdesk
- ♦ Freshchat
- ♦ ZOHO
- ♦ Metabase

LANGUAGE

- ♦ English
- ♦ Hindi
- ♦ Malayalam

PERSONAL DETAILS

- ♦ Nationality : Indian
- ♦ Date of Birth : 07/03/1996
- ♦ Visa Status : Visit Visa
- ♦ Passport No : R1997344