

AJAY PILLAI

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SUMMARY

Senior Quality Auditor with nearly 10 years of experience in business development and category management and expertise with quality standards frameworks. Strong verbal and written communication skills analytical time-management and project-management skills.

SKILLS

Microsoft Office	Quality Audits	QC Tools	Process Management
Team Management	Portfolio Management	RCA	Category Management

WORK EXPERIENCE

OYO Hotels and Homes Pvt. Ltd. | Gurgaon, Haryana

(Jan'19 - Nov'22)

SENIOR QUALITY ANALYST

- Handling and monitoring the key performances of 15 agents via calls/emails and chats for different LOB.
- Manages ticket resolutions for various partner concerns by working with stakeholders across business, tech, and product.
- Reduced pre-existing failure rate of frauds and escalations from 11.5% to 3.4% in 4 months by implementing training for the entire sales department.
- Implementing new pitches for sales procedures, portfolio management, and validating process improvements.
- Recommended developed and reviewed QA standards policies and procedures for all functions involved with or related to the quality in accordance with company standards.
- Analyzes the trends of Key performance indicators, especially relating to product operations, escalations, and chat support requests, and comes out with insights and a plan of action to better the metrics.
- Provides relevant and valuable insights/observations and training/recommendations from the data captured, on best practices, procedures that are being followed and not followed by the team members.
- Prepares action plans, quality reports, and other management communications to improve business excellence.
- Promoted a positive public image for the company and worked to control the dissemination of information.

KEY ACCOUNT MANAGER

(Sept'17 - Jan'19)

- Introducing and explaining the strategic benefits of the new department.
- Strikes long term partnerships with every active hotels partners(international- Malaysia/UAE and domestic).
- Highlighting post campaign quantitative and qualitative analysis to the partner hotels.
- Evaluate existing partnerships and determine actions to optimize performance
- Research and troubleshooting the rate and availability issues preventing hotels from maximizing booking performance; e.g., problems with connectivity, rate mapping, extra-net management.
- Effectively participated in cross-team strategizing efforts to achieve optimal goals.

BUSINESS DEVELOPMENT MANAGER

(Feb'16 - Aug'17)

- Responsible for supply and demand as per the market trend.
- Identifying, prioritizing, negotiating, contracting, and on-boarding non-participatory hotels, ensuring favorable terms and conditions.
- Managing recon and payment issues.
- Managing transformation process as per the organizational requirements.
- Suggest business solutions, based on data, to maximize the organization's accommodation availability, content competitiveness, and business growth for hotel partners.
- Utilized superior data visualization and data management skills.

SnapIdeal | New Delhi

(Aug'14 - Jan'16)

CATEGORY MANAGER

- Responsible for on-boarding new sellers to the online portal.
- Adding more products to increase sales.
- Category and inventory management(electronics and fashion).
- Utilized superior data visualization and data management skills.
- Responsible for B2B revenue generation.
- Brought forth empathy and a constant consideration of the perspective of colleagues and business partners.

ITC Ltd. | New Delhi

(Aug'14 - Jan'16)

SENIOR SALES ASSOCIATES

- Responsible for B2C revenue generation.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Maintained records related to sales, returns, and inventory availability.
- Worked in accordance with company values to achieve future goals.

EDUCATIONAL QUALIFICATIONS & PERSONAL DETAILS

Pillai's Institute Of Management Studies and Research | Navi Mumbai **International Studies , PGDM**

Apr.2011 - Mar.2013

- Studied Marketing Management, International Marketing, Forex Management, International Trade Logistics and Supply Chain Management.
- Went to Hebei University China for an International Business visit.
- Visited Volkswagen Group China for to study Marketing Management session.

Jiwaji University | Gwalior **Business & Marketing , BBA**

Apr.2009 - Mar.2011

- Studied Marketing Management and Business Communications.

DOB: 14th Sept.'89

Languages known: Hindi, English, Malayalam