

## **RAHELA AHMED**

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### **Profile Overview**

- Administrative experience, Backend operations, Front office, BD sourcing, Fleet management, Partner Care (Relations / Operations), HR & Relation Executive
- Industrial experience over E-commerce operations in Dunzo & ANI TECHNOLOGIES (OLA CABS & FOODPANDA), recruitment, solving problems of clients and customers.
- More than five years of experience in Back Office, Operations, Admin & HR
- Exhibit Inclusive leadership & congenial interpersonal skills.
- Is persistent, trustworthy and enthusiastic.

### **Operation Associate - Maps - eTeam Infoservices Pvt Ltd (Client Name - UBER) 9<sup>th</sup> May 2023 - Till Date**

- Providing basic application training to the Riders
- Solving all the problems and queries of Riders through App
- Creating and solving tickets
- Solving ticket Complains/ grievances raised through Rider Care

### **Senior Supply Executive – Dunzo Digital Private Limited 4<sup>th</sup> April 2022 – 12<sup>th</sup> August 2022**

- Selecting and Hiring Riders
- Explaining the current packages and schemes
- Documentation of the Riders
- ID Creation
- Providing basic application training to the Riders
- Solving all the problems and queries of Riders
- Tracking live orders
- Manual adjustments and deductions
- Maintaining Data
- Handling resignation of Riders
- Solving ticket Complains/ grievances raised through Rider Care

### **Executive – ANI TECHNOLOGIES (OLACABS & FOODPANDA) 6<sup>th</sup> December 2014 – 3<sup>rd</sup> April 2019**

#### Walk-in Relation & HR Executive FOODPANDA Kolkata [1<sup>st</sup> May 18 – 3<sup>rd</sup> April 2019]

- Selecting the candidates
- Hiring Riders by shortlisting the C.V after interview
- Explaining the current packages and schemes
- Documentation of the Riders
- ID Creation through Suvidha Application
- Providing basic application training to the Riders
- Inventory distribution
- Solving all the problems and queries
- Maintaining Data
- Handling resignation of Riders
- Solving ticket Complains/ grievances raised through Rider Care
- Worked with daily walk-ins of the Rider partners

#### Partner Care OLACABS Kolkata (Relations / Operations) [May 2016 – April 2018]

- Worked with daily walk-ins of the Rider partners
- Solving all the problems and queries
- Explaining the current packages and schemes
- Verifying the documents of the Cabs and documents of Cab owners/drivers
- Auditing of Cabs and on roading it
- ID Creation through Suvidha Application
- Solving ticket Complains/ grievances raised through Rider Care

Fleet Manager (Relation) [15<sup>th</sup> December 2015 - May 2016]

- Worked with current fleet
- Solved the queries of attached Partners

BD Sourcing (Tele caller) [6<sup>th</sup> December 2014 – 14<sup>th</sup> December 2015]

- Called up the potential customers (collected from BD Team and Customer Care)
- Sold ideas by providing information to the potential customers
- Maintained the lists of clients
- Scheduled appointments for follow ups
- Provided current proposals & obtained feedbacks to and from clients
- Met with Clients
- Verified Documents

**WINNING MANAGEMENT CONCEPTS LLP**

Receptionist [March 2014 – December 2014]

- Answered, Screened and forwarded any incoming phone calls while providing basic information when required
- Received and sorted daily Mails/Deliveries/Couriers
- Updated appointment calendar
- Other activities such as maintaining logbooks, filing, photocopying, fax etc.

**SRI RAM NARAYAN SINGH MEMORIAL HIGH SCHOOL (ICSE SCHOOL)**

Administrative Executive [October 2012 – December 2013]

- Maintaining existing school teachers and students details
- Maintaining attendance & leave details
- Important documents
- Other HR related jobs

**SECURITY & DETECTIVE SERVICES OF INDIA**

Back Office Executive [February 2011 – August 2012]

- Maintaining existing security guards details
- Maintaining attendance & leave details
- Other HR related jobs

**ICICI WINFRA**

[December 2010 – January 2011]

- Handled Incoming / Outgoing calls
- Received and sorted daily Mails/Deliveries/Couriers
- Important documents

**ACADEMIC QUALIFICATION**

YEAR	COURSE	BOARD	DIVISION
2007	MS Office		1 Division
2007	Post Graduation	Rajendra Prasad University	2 Division
2005	Graduation	Calcutta University	2 Division
2002	Class XII	West Bengal Board Of Higher Secondary Education	2 Division
2000	Class X	CBSE	1 Division