



DHIRAJ SALIAN

LinkedIn
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Based
Mumbai

WORK EXPERIENCES

Assistant General Manager

Jan 2022

KAAM.COM

Operations Manager

Jan 2019 - Dec 2021

KAAMPE JOB SOLUTION PVT LTD

- Update current and design new recruiting procedures (e.g. job application and onboarding processes)
- Supervise the recruiting team and report on its performance
- Keep track of recruiting metrics (e.g. time-to-hire and cost-per-hire)
- Implement new sourcing methods (e.g. social recruiting and Boolean searches)
- Review recruitment software and suggest the best option for company needs
- Research and choose job advertising options
- Advise hiring managers on interviewing techniques
- Recommend ways to improve our employer brand
- Coordinate with department managers to forecast future hiring needs
- Stay up-to-date on labor legislation and inform recruiters and managers about changes in regulations
- Participate in job fairs and career events
- Build the company's professional network through relationships with HR professionals, colleges and other partners

City Manager

May 2018 - Dec 2018

REFRESHED CAR CARE

- Handled all the B2B & B2C operations

CONTACT



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Address
Mumbai

EXPERTIES

Resource Allocation

Grievances

Statutory Compliances

Strategy

Scheduling

Salary Negotiations

End to End Recruitments

End to End Recruiting

Operations Manager

May 2013 - Mar 2018

ANTFARM

- SCOOTSY LOGISTICS PRIVATE LIMITED
-  Key Responsibilities
 - o Handled sourcing of Riders for Scootsy selection of agencies & addition of agencies.
 - o Handled marketing collaterals printing & distribution.
 - o Handled all other Admin functions for Scootsy like rider relationships, local Police relationships, local municipal body relationships and legal affairs.
 - o Handled Scootsy Express operations like order allocation, tracking, monitoring, quality & manpower allocation.
 - o Was responsible for handling Scootsy's warehouse and inventory.
 - o Overseen Scootsy's stocks, inventory and reconciliation through a team.
 - o A team of 7 person reported to me.
- ANTFARM BUSINESS INCUBATOR PVT LTD
-  Key Responsibilities
 - o Handled operations of various group of companies
 - o Seen that goods procured under Antfarm Company (Uber Dreams) were picked and delivered on time.
 - o Handled administrative functions of Antfarm group companies (Fork Media, Revofit, Uber dreams and Stylista.
 - o Assisted Vice Presidents operations on day to day operational activities such as MIS generation, procurement management, quality control and supply chain activities such as vendor selection, purchases, vendor rating and quality.
- HIGH STREET STYLISTA APPARELS PVT LTD
-  Key Responsibilities
 - o Courier Relationship, selection of courier partners, agreements, courier disposable, quality check, dispatch of good, customer receipt of goods gratification.
 - o MIS updation & Delivery follow-ups & courier ratings.
 - o Handling customer care escalation
 - o COD reconciliation & timely COD MIS.
 - o Handling Import & Clearance.
 - o Handle Events, Freight courier for international customers

Assistant Manager

Sep 2008 - Mar 2012

EXPRESSIT LOGISTICS WORLDWDE LIMITED.

- o Addressing customer queries and ensuring timely resolution of the same.
- o Liaison with inter - department (Sales, IT, Operation) for resolving all concerns as raised by client.
- o Liaison with client and Sales team in understanding new requirements and thereby formulating appropriate solution to satisfy client needs.
- o Monitoring Service Quality Index (SQI) & Daily Performance Dashboard (DPD) of each account. Deviation if any noted to escalate to senior management and thereby implementing corrective action plan.
- o Conducting periodic Service Review meets with all clients and thereby ensuring smooth flow of business.
- o Active participation in ISO documentation and implementation of ISO norms for activities pertaining to Customer Service department.
- o Handling Validation & inbound customer service team.

**Customer Service
Team Lead**

Jul 2005 - May 2008

ICICI BANK

- o Responsible for handling customer queries on Secured & Non secured products.
- o Worked in Inbound Process in resolving the customer complaints & marking lien & then debiting the amount from their account if any default done.
- o Settling the loan accounts.