**ROHIT SINGH BOHRA**  
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**PROFILE SUMMARY**  
  
Multi-talented Product Manager with additional experience in operations management having more than 4 years of experience. Possesses in-depth experience of translating complex customer need into requirements to deliver features that provide competitive differentiation to the product. Adept in understanding product requirements from technology as well as business point of view. Highly skilled in product development, design, leading cross-functional teams, and product iterations. Dedicated, responsible, and organized in every task.  
  
  
**CAREER HISTORY**  
  
NTEx TRANSPORTATION SERVICES PVT. LTD. (ELASTICRUN)

PRODUCT MANAGER May 2019 - Present

Roles and Responsibility:

* Define the product vision, strategy and roadmap of velocity product.
* Gather, manage, and prioritize user’s requirements.
* Create user stories and break down bigger problem statements into small cases.
* Work closely with engineering, sales, operations and support to ensure business case and customer satisfaction goals are met.
* Conducting user research, user interviews with internal users.
* Discovered key design constraints in velocity product and resolved all significant problems.
* Creating a new product for transport vendors with features based on user research and understanding real needs of transport vendors.

ASSISTANT MANAGER: OPERATIONS March 2018 – Present

Roles and Responsibility:

* Launched FTL business in NCR and other parts of North India in ElasticRun.
* Successfully onboarded and operated 1000+ transport vendors from North India.
* Achieved 98% overall indent fulfilment ratio which helped in customer satisfaction and growth in business.
* Successfully achieved business through multiple bidding channel processes. Client Proposals, RFQs, RFPs, Pricing.
* Travel and meet with vendors onsite to discover and understand their needs and problems. Provide solutions for their challenges and requirements.
* Actively provide inputs to product & tech teams for alignment of product required for operations and vendor management function.
* Coach vendors to be product experts and train their teams on best practices.
* Worked directly with VP and leadership team on strategic initiatives for the organization.

RIVIGO SERVICES PVT LTD

OPERATION MANAGER -    September 2016 – March 2018  
  
Roles and Responsibility:

* Responsible for the following aspects of the supply chain: Operation management of Moradabad and Pantnagar branches, team handling, vendor management, resolving issues of clients, ensuring on time pickups from client warehouse and deliveries, Arrangement of Ad-hoc vehicle at the time of load surge from market.
* Set-up and launched Rudrapur branch of Rivigo in 2016 and streamlined the process.
* Setup and launched Moradabad branch of Rivigo in 2017 and streamlined process.
* Was handling whole Uttarakhand operations of Rivigo in 2018.
* Achieved 85% overall utilization of RLH/LH vehicles.
* Achieved 96% overall same day delivery of shipments received on a day gets deliver on same day having SLA 95%.
* Identified & delivered operational cost reduction and cost avoidance initiatives and action plans.
* Managed a team of over 25+ members across 4 branches efficiently.
* Implemented new processes and procedures for smooth operation flow.

**PROFESSIONAL EXPERIENCE KEY COMPETENCIES AND SKILLS**

Product Management

Problem Solving

Data Analysis

Operation management

Vendor management

Team Management

Process Improvement

Prioritization

Negotiation

**ACADEMIC QUALIFICATIONS**  
  
**Lovely Professional University, Punjab — B. Tech*.***

AUGUST 2011 - JUNE 2015

Completed B. Tech. in Mechanical Engineering with 7.44 CGPA.

**Ben-Hur Public School, Pilibhit, U.P. — 10th & 12th CBSE**

APRIL 2007 - MAY 2011

Completed 10th grade scoring 99 marks in Mathematics and overall 84.2% and 12th grade by scoring 75.6%.

**REFERENCES** - Available on request.