

Contact

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(LinkedIn)

Top Skills

Project Management

Customer Service

Strategic Thinking

Languages

English (Full Professional)

Spanish (Limited Working)

Hindi (Full Professional)

Certifications

Intermediate Contemporary Dance
Specialist

Train The Trainer

Effective Verbal Communication

E-commerce Analytics: From Data to
Decisions

Advanced Google Analytics

Anita Gupta

Community Operations & Product Specialist, Uber | Design &
Production Engineer, Hyperion Racing
Mumbai, Maharashtra, India

Summary

Highly motivated, career-driven individual. 3.5+ years of experience in Program Management, Operations, Customer Experience & People Management at Uber. Previous 1.5 years of technical experience in Design, Production and Tech support at Hyperion Racing & Hyundai India

Experience

Startups

Freelance Management Consultant
June 2016 - Present

Youth Empowerment Foundation (YEF India)

Fundraising Manager
January 2019 - February 2019 (2 months)
Mumbai, Maharashtra, India

Uber

Senior Program Specialist
September 2016 - February 2019 (2 years 6 months)
Mumbai, Maharashtra, India

Key member of the India Community Operations Team responsible for shaping and implementing the India and South Asia customer experience strategy viz. cost optimisation, quality control, product, operations and organisational strategy.

- Product Manager : Strategic Product Champion, India prioritising product needs for all agent tools with HQ team for the Indian Market for 1 yr
- Program Managed GDPR compliance roll out with HQ as the India champion achieving 100% privacy compliance >3 months also saving 15-80% spend for internal tools (\$ ~4.5M)
- APAC Program Manager for engagement initiatives like 'Spotlight Awards' covering 2500 workforce & oversaw a P&L budget \$3.5L. Invited startup

leaders (Fitternity.com, TheLabelLife.com, VP- Uber) & TEDx to inspire the team on various themes improving overall employee NPS by 23%

- Community Operations Lead : Led multiple cross-functional initiatives across Operations, Social Media, Marketing, Biz Dev for driver & rider defect rate reduction achieving 18% reduction overall
- SME & Analytics : Designed SOPs with the driver team for top 80% defect buckets with the vision of providing consistent support experience in our region and oversaw training and adoption compliance using dashboards
- Crisis Management : Strategically handled crisis situation (floods, driver unrests) in collaboration with legal, social media & local law enforcement team
- Brand Design & Marketing : Championed brand refresh initiative at driver support offices across 33 Indian cities
- Driver Loyalty lead : Led driver relations vertical for Mumbai and expansion cities. Curated & executed events & listening sessions with top drivers improving the brand love score by 15% in 5 months
- Talent Management : Groomed a 50+ members team supporting the rides and eats business to take up bigger opportunities
- Mentorship : Provided ongoing formal mentorship to young managers at Uber India
- Performance : Consistent high performer at every role level and peer group

Ana Quilling Creations

Founder

April 2015 - February 2017 (1 year 11 months)

Mumbai Area, India

I was an artist once. I loved quilling earrings, candle holders & wall abstracts and sold it to friends, family and a few buyers via social platforms.

Uber

Operations Management Consultant

November 2015 - August 2016 (10 months)

Mumbai Area, India

Team Lead for support operations with the driver team for Mumbai helping drivers maximise their earnings and improve overall marketplace for the city

- Put together a new team of specialists - Quality, Safety, Fraud, Growth & Acquisition, Earnings efficiency, Trainers, Product, Inventory Manager
- Redesigned driver training process and content
- Implemented projects for operational improvements e.g. Self-serve, driver CRM, defect reduction

- Built a vendor marketplace at the driver support office helping drivers avail discounted deals on vehicle maintenance, insurance & phones through partnerships
- P&L Accountability of a 15,000 sq ft office managing support & acquisition operations with 110 interns and monthly footfall of 20,000+ drivers
- Set up a new 500 sq ft inventory process with over 5000 Uber devices, managed machines, event supplies & training kits
- Designed a C360 process for resolving driver problems in set SLAs by escalating to line of business leaders
- Developed a change management system to ensure company updates are passed on to support agents on time
- Directly managed ~20 Team Leads in Mumbai. Was responsible for talent acquisition, training & team NPS
- As a Fraud Analyst, investigated driver and rider fraud resulting in fraud reduction for the city from 3.5% to ~0.5% in 4 months
- Supported product teams in rollout and driver education on new products launching in the market (cash launch, UberPool, driver destinations, compliments)
- Product champion and testing specialist for the updated rider app launch in India

Hyperion Racing Team

Design & Production Engineer

November 2013 - August 2015 (1 year 10 months)

Mumbai

Team member of Hyperion Racing, the first student HRT01 race car. Presented the race car at Formula student racing competition in Hockenheimring, Germany and Coimbatore, India

- Designed the Chassis & Braking system of the race car using solidworks
 - Tested the performance and efficiency of the parts post production.
- Alongside, partnered with specialists for diagnosing and making the necessary modifications to the version before the competition

Hyundai Motor India Ltd.

Student Intern

June 2014 - August 2014 (3 months)

Mumbai Area, India

Championed various positions at the automotive service station including floor manager, consultant & specialised as a head service technician.

- Client consultant responsible for high-end models (Hyundai Creta, Verna & Elantra) verifying vehicle serviceability by conducting test drives; adjusting controls and systems for 40 cars in 3 months.
- Maintained vehicle functional condition by listening to operator feedback; conducting inspections; repairing engine failures; repairing mechanical and electrical systems malfunctions; replacing parts and components; repairing body damage

Education

University of Mumbai

Bachelor of Engineering - BE, Automotive Engineering Technology/
Technician · (2011 - 2015)

Harvard University

Executive Education on Leadership & Business Strategy · (2017 - 2018)

Somaiya Vidyavihar

Junior College, General Science - Physics, Chemistry, Maths,
Biology · (2009 - 2011)