

Sourabh Chanchal

Chief of Staff | VP Growth & Operations | Head of Partnerships

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EXECUTIVE SUMMARY

Results-driven operator with 9+ years across EdTech, FinTech, FMCG & Healthcare startups. IIT Kharagpur alumnus with a proven track record of building 0-to-1 systems, scaling revenue growth programs, and leading cross-functional teams in high-growth environments. Expertise in Founder's Office operations, growth hacking, P&L management, and strategic partnerships — delivering measurable business impact at scale.

HIGH-IMPACT ACHIEVEMENTS

-  **Referral Revenue 2% → 40%** at Skill-Lync by building & scaling referral program end-to-end
-  **Monthly Collections 50% → 87%** through structured referral collection team & process redesign
-  **17+ NBFC Partnerships** closed including International Finance Partners; B2B deals with Amazon, Flipkart, Groupon
-  **₹4L/month revenue generated** as Co-Founder across JobSpri, JotCV & SaverPe with 10+ brand partnerships
-  **Logistics cost reduced 10-14%** at Kapiva via vendor renegotiation; managed ₹1.5 Cr in sales orders

WORK EXPERIENCE

General Manager – Founder's Office

Oct 2025 – Present

Masters' Union School of Business | Gurugram

- Led operational audits across Events, Admin, IT, Travel & Visa — driving zero-spillover ticket closures across all verticals
- Built HR policies and band structures from scratch for Masters' Union and TETR, enabling scalable org design
- Managed procurement and cost control for IT assets and events, optimizing vendor selection to eliminate cost leakages
- Developed structured reporting systems for Operations — daily tracking dashboards enabling data-driven decisions
- Delivered TETR hostel and campus setup as a Founder's Office project, managing end-to-end execution under tight timelines

Co-Founder

Jun 2023 – Sep 2025

JobSpri, JotCV & SaverPe | Mumbai

- Built and scaled 3 ventures across job-tech and fintech, managing Product, Partnerships, Marketing & Operations simultaneously
- Generated ₹4L/month in revenue; onboarded 10+ partners including Byjus, Toppr, Jaro Education, Victoria Realtors
- Scaled team from 0 to 7 across Marketing, Tech, and Design in under 6 months
- Grew Jobspri to 1,000+ followers across LinkedIn, Instagram & Facebook through organic content strategy

Senior Program Manager

Dec 2021 – Jun 2023

Skill-Lync (YC W19) | New Delhi

- Architected and led the Referral Program end-to-end — grew referral revenue contribution from 2% to 40% (highest ever)
- Built Referral Collection team of 8; improved lead-to-conversion from 10% to 32% and monthly collections from 50% to 87%
- Executed 17+ NBFC partnerships and pivoted B2B deals with Amazon, Flipkart, Groupon, Plutos.in for brand visibility

- Managed ₹50 Cr+ Amazon gift card procurement across India and international markets with zero escalations
- Implemented Paytm Payout Links, increasing reward redemption rates from 50% to 80%

Director in Training – Operations

Jun 2020 – Dec 2021

Whitehat Jr (Byjus Future School) | Mumbai

- Initiated referral program resulting in 55% revenue increase through referrals
- Managed full customer lifecycle for No Device Program (courses bundled with laptops, tablets, instruments)
- Handled procurement and vendor management for Amazon gift cards worth ₹50+ Cr with zero internal escalations

AVP – Operations

Jun 2019 – Feb 2020

Kapiva Ayurveda | Mumbai

- Managed demand planning for 150+ SKUs at C&F level; handled 8+ vendors with ₹50L+ in purchase orders
- Achieved 10-14% reduction in logistics costs through vendor evaluation and negotiation across interstate and intra-city logistics
- Supervised team of 10+ across 4 warehouse locations; managed ₹1.5 Cr in sales and ₹6L+ in export orders

Manager – Operations & Customer Support

Apr 2018 – Jun 2019

Wellthy Therapeutics Pvt Ltd | Mumbai

- Led Care Ops, Telesales (5), MIS Analyst (1), and Health Coach (10) teams simultaneously
- Reduced payment-to-activation gap from 30% to 0%; met SLA for all support tickets and improved Play Store rating by 0.6
- Managed 5 live projects concurrently, meeting conversion targets for 7 out of 8 projects

Co-Founder

Feb 2016 – Jan 2018

ItnaEasy | Mumbai

- Managed BD, Marketing, Procurement, Tech and Operations — converted 10 BNI leads generating ₹2L/month revenue
- Reduced CAC by 20% through blended online (Facebook, Google Ads) and offline marketing strategy

EDUCATION

B.Tech (H) – Chemical Engineering

2011 – 2015

Indian Institute of Technology (IIT), Kharagpur

PG Diploma – Data Analytics & Data Science

2019 – 2020

International Institute of Information Technology (IIIT), Bangalore

CORE SKILLS & EXPERTISE

Founder's Office Operations | Growth Hacking & Referral Programs | Program & Product Management | P&L Ownership | Strategic Partnerships & BD | Vendor Management | Cross-functional Team Leadership | Data Analysis | Process Automation | NBFC & Microfinance | EdTech & FinTech Operations