



# Mohnish Jaiswal

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## Career Timeline

- Kalvium, Bangalore** May 2024 -Current  
Head of Program
- BYJU'S, Bangalore**
  - July 2020 -April 2024  
Vice President -Business Operations and Business Finance
  - April 2017 -June 2020  
Assistant Vice President -Supply Chain
  - January 2016 -March 2017  
Senior Manager -Operations
  - January 2015 -March 2017  
Senior Business Development Manager
  - April 2013 -January 2015  
Business Development Manager
- Hero MotoCorp**  
July 2009 -April 2011  
Territory Manager

## Skills Portfolio

- Strategic Planning
- Operational Efficiency
- Cross-functional Collaboration
- Revenue Growth
- Platform Product Management
- Process Improvement
- ERP Implementation
- OKR-Based Goal Planning
- Process Standardization & Documentation

## Academics

- MBA: General Management, Operations, Product Design | Indian Institute of Management - Bangalore, Class of 2013
- Bachelor in Engineering: Electrical And Electronics Engineering | Manipal Institute of Technology - Manipal, Class of 2009

## Profile Summary

With 14+ years of experience in Business Operations, I've developed expertise across Supply Chain Management, Fintech, Consumer Finance, Platform Product Management, and large-scale team leadership, managing teams of over 500 members. My journey, which began in 2009, has evolved significantly, culminating in my current role as a senior executive.

Over the years, I've led transformative initiatives, pioneering substantial resource savings, operational cost reductions, and significant revenue growth. I possess a keen ability to identify opportunities for process improvement, implement complex systems, and collaborate seamlessly with cross-functional teams. Furthermore, my roles have been marked by my commitment to enhancing operational efficiency, streamlining operations, fostering revenue growth, and demonstrating strong leadership.

### In my career, I've excelled in

- Strategic Planning:** Identifying and implementing strategies for process improvement and growth has been a consistent theme in my career.
- Operational Efficiency:** Consistently driven operational efficiency by implementing complex systems and procedures.
- Leadership:** Leading, building and inspiring results and revenue driven teams, with common goals and surpass expectations.
- Cross-functional Collaboration:** Working with diverse teams and fostering collaboration to achieve common goals.
- Revenue Growth:** Demonstrative track record of fostering revenue growth through strategic planning and operational enhancements.

My rich diverse experience reflects my commitment to innovation, collaboration, and strategic thinking, making me a valuable asset in any industry.

## Work Experience

### Kalvium | Bangalore

#### Head of Program and Deliver | May 2024 - Present

As the Head of Program and Delivery at Kalvium, I am responsible for driving the successful execution and scaling of Kalvium's innovative, industry-aligned educational programs across university campuses.

##### Key focus areas of my role include:

- Program Execution Excellence:** Leading the Program delivery at 15+ universities impacting 1200+ students
- Stakeholder Engagement:** Building and nurturing strong relationships with 50+ key stakeholders, including university administration, faculty, and industry partners, ensuring alignment and collaboration for student success.
- Scalable Delivery:** Developing scalable frameworks and processes that allow Kalvium's programs to scale 8x in 15 months.
- Learning Experience Champion:** Focusing on creating transformative, engaging learning experiences that prepare students for the future of work, fostering innovation and real-world problem-solving skills for 3 Program Categories.

### BYJU'S | Bangalore

#### Vice President - Revenue Operations and Business Finance July 2020 - Apr 2024

- During my tenure as Vice President, I made significant contributions to BYJU'S, including substantial annual resource savings of INR 80mn, a reduction in operational costs by 12%, improved goal achievement rates by 18%, and a Remarkable three-fold increase in top-line revenue growth.

- **Process Improvement:** Identified and implemented process improvements that boosted productivity, achieving a 40% resource savings and an annual cost reduction of INR 60 million through streamlined workflows in 5 months.
- **ERP Implementation:** Orchestrated the implementation of in-house ERP business platform to ensure seamless data and business operations which led to 24% improvement in business TAT and 17% improvement in people productivity in 24 months.
- **OKR-Based Quarterly Planning:** Implemented OKR-based quarterly planning across Supply Chain, Product Management, Student Experience, and Business Planning, enhancing alignment with company goals and increasing goal achievement rates by 35%.
- **Collaboration for Top-Line Growth:** Drove 3x top-line revenue growth over four years by fostering cross-functional collaboration with Business Development, Finance, Post-Sales, and Technology teams, aligning efforts to achieve the company's growth targets.
- **Revamped Go-to-Market (GTM) Strategy:** Successfully introduced four distinct product categories, resulting in lifetime revenue of INR 30 billion. Key components included Product Marketing, Sales Communication, Platform Readiness, KPI Alignment, and Stakeholder Management.

## April 2017-June 2020 | Assistant Vice President-Supply Chain

During my tenure as Assistant Vice President at BYJU'S, I led several impactful initiatives, recording a 300% increase in order handling capacity, the introduction of a Payment Management System with three Payment Gateways, and the implementation of automated dispatch and delivery systems. Additionally, my contributions in the realm of Consumer Finance resulted in the management of an AUM portfolio exceeding INR 6bn and the development of a streamlined Loan Management System with 6 Banks and NBFCs.

- **Streamlining Supply Chain Operations with operational excellence:** Achieved a 300% increase in order handling capacity within six months by building the Supply Chain department from the ground up and integrating an automated dispatch and delivery system with five 3PL providers to streamline logistics to consumer with information transparency via SMS integration.
- **Payment Management System:** Innovatively implemented a Payment Management System by integrating three payment gateways, optimizing the order placement process for a seamless customer experience with 96% payment success and 2% cart abandonment.
- **Consumer Financing Initiative:** Led the launch of a Consumer Financing vertical through strategic partnerships with six financial institutions, achieving an AUM exceeding INR 6bn within a year and a monthly run rate of INR 1.2bn. Developed an in-house Loan Management System for seamless data integration and efficient support throughout loan application and repayment, including Know Your Customer (KYC), Auto Repayment (NACH), Collections (AML), and Financing Approvals (via Credit Bureau Scores and Business Rule Engines).
- **SOP Development:** Developed comprehensive SOPs covering the entire Supply Chain lifecycle, from sourcing to collection, enhancing operational efficiency by 25% under standard conditions. Integrated crisis management protocols into these SOPs, enabling swift response to unforeseen challenges and strengthening supply chain resilience. This approach optimized daily operations and safeguarded against disruptions.

## January 2016 - March 2017 | Senior Manager – Operations

During my tenure as a Senior Manager of Operations, I made significant contributions to BYJU'S, including the successful implementation of an e-commerce order fulfillment process, an 8x increase in order processing capacity (from 175 to 1,500 orders per day in just three months), and the improvement of the Order Management System through collaboration with an external vendor.

- **E-commerce Process Implementation:** Implemented e-commerce based order fulfillment process.
- **Order Management System Enhancement:** Streamlined operations to accommodate 8x increase in order volume.
- **Platform Management:** Implemented a third-party order management system and managed the development and customization of the platform to improve TAT by 30%.
- **Go-To-Market (GTM) Involvement:** Planned to launch offline version of the learning product which resulted to 90% increase of lead generation.

## January 2015 - March 2017 | Senior Business Development Manager

As a Senior Business Development Manager, I spearheaded the expansion of BYJU'S by establishing 7 offline study centers in Greater Chennai. I drove substantial revenue growth through academic operations SOP, benefiting over 1400 students. My emphasis on post-sales student experience and market research bolstered BYJU'S in the education sector, enhancing its growth and success.

- **Revenue Growth:** Successfully achieved a substantial revenue growth of INR 40Mn within two years for the K-12 segment. This achievement highlighted the effectiveness of the strategies implemented during my tenure.
- **Academic Operations SOP:** Created and implemented Standard Operating Procedures (SOP) for academic operations, benefiting over 1400 students across grades 8th to 11th. This SOP ensured a structured and effective learning environment.
- **Post-Sales Student Experience:** Managed post-sales student experience, including revenue operations. This involved ensuring a positive and supportive experience for students and parents, which is crucial for long-term success.
- **Market Research:** Conducted market research to analyse the competition and position BYJU'S offerings effectively. This research likely contributed to strategic decision-making and differentiation in the market.

## April 2013 - January 2015 | Business Development Manager

I joined as a Management Intern in 2013 and climbed up the ladder. During my tenure as a Business Development Manager, I played a pivotal role in expanding BYJU'S presence in the Delhi-NCR region by creating 9 offline study centers. Additionally, I created and implemented academic operations SOPs, which enhanced the learning experience for over 1000 students. My focus on post-sales student experience and revenue operations ensured that students received the support they needed and contributed to the overall success of the organization in the region.

## Hero MotoCorp

### Territory Manager

#### July 2009 - April 2011

During my tenure as a Territory Manager at Hero MotoCorp, I played a pivotal role in ensuring the smooth operation of the service division across 17 service outlets. My success in high spare parts sales and the implementation of CRM and DMS activities had a significant impact on customer service, revenue growth, and operational efficiency within the territory. This demonstrated my ability to contribute to the success of the company in various key areas, from sales to customer relationship management.