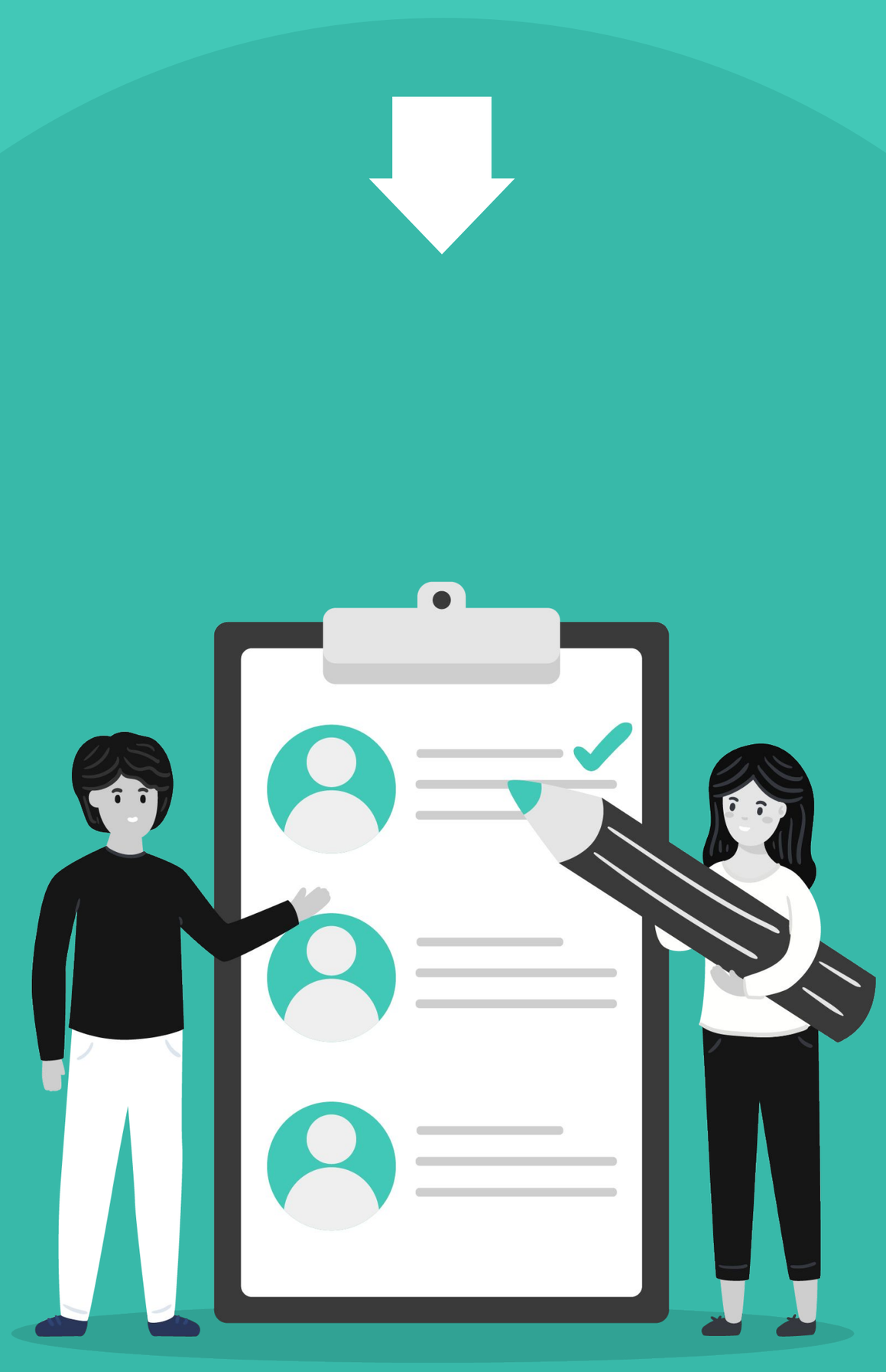
CASHIFY

Job Descriptions



Help Desk

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MIS Analyst - Customer Support

Location: Gurgaon
Department: Customer Support
Working condition: Work from office (6 days a week)

Job Summary:
The MIS Analyst for Customer Support is responsible for managing and analyzing customer support data to enhance service delivery. This role involves creating reports, maintaining dashboards, generating insights and using data to improve customer service processes.

Key Responsibilities:

- Collect, organize, and maintain customer support data.
- Ensure data accuracy and integrity in all reports and dashboards.
- Develop and generate regular and ad-hoc reports on customer support performance.
- Analyze data to identify trends, issues, and areas for improvement.
- Provide actionable insights to the customer support team to enhance service quality.
- Monitor key performance indicators (KPIs) and service level agreements (SLAs) for the customer support team.

Experience and Qualifications Required:

- Bachelor's degree in Information Technology, Computer Science or related field.
- At least 1 year prior experience in a similar role, preferably in a customer support environment.
- Proficiency in MIS, database management, and reporting tools.
- Should have knowledge of Advanced Excel and Google sheets.
- Good to have Knowledge of Macros, SQL and database query languages.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong attention to detail and organizational skills.
- Good to have knowledge of customer support processes and best practices.

Assistant Manager - Customer Support

Customer Support - Operations Supervisor
Location: Gurgaon
Department: Customer Support
Designation: Assistant Manager/Deputy Manager
Reports To: Head of the department
Working conditions: From office (Mon-Fri: Office, Sat: Work from home)

Job Summary: The Customer Support Operations Supervisor is responsible for overseeing the day-to-day operations of Customer Support. This role involves managing a team of outsourced customer support representatives, identifying process gaps, developing and implementing policies, and ensuring customer satisfaction. The successful candidate will work closely with the vendor and BU to streamline processes and improve service efficiency.

Key Responsibilities:

a. **Process Improvement:**
- Identify opportunities for improving customer support processes and procedures.
- Collaborate with cross-functional teams, analyzing business processes, and implementing strategies to enhance overall performance
- Collaborate with key stakeholders to gather insights and feedback on current processes.
- Lead and facilitate continuous improvement projects and initiatives across the organization.
- Encourage team members to contribute ideas for process improvements.

b. **Operations Management:**
- Oversee the day-to-day activities of the customer Support team by coordinating with the vendor
- Ensure that customer inquiries and issues are resolved promptly and effectively.
- Monitor team performance against established KPIs and service levels (AHT, Missed, No response, FRT, Quality Score%, CSAT, etc)

c. **Customer Interaction:**
- Handle complex or escalated customer inquiries and complaints.
- Ensure a high level of customer satisfaction by providing timely and effective solutions.
- Foster positive relationships with customers through excellent communication and service.

d. **Reporting and Analysis:**
- Track and report on team performance metrics, including response times, resolution rates, and customer satisfaction scores.
- Conduct thorough analyses of existing business processes to identify areas for improvement

Assistant Manager - Customer Support

Qualifications:

- Bachelor’s degree in Business Administration, Management, or related field.

Skills & Requirements:

- Strong leadership and team management skills
- Excellent communication and interpersonal skills
- Proficiency in customer support software and tools
- Knowledge and hands-on experience with Advanced Excel
- Strong problem-solving skills and attention to detail
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously

Retail Outlets

Category Head Buyback

Location: Gurgaon
Department: Retail

Job Summary:
The Category Head Buyback is responsible for monitoring and improving category performance, ensuring healthy YoY growth, and working closely with internal teams to increase buybacks and profitability.

Key Responsibilities:

- Review and monitor category assortment performance and implement action plans for improvement.
- Forecast buybacks and review product pricing to meet margin targets.
- Conduct in-depth analysis of assortment, pricing, and market trends.
- Collaborate with internal teams to support operations and increase buybacks.
- Identify opportunities to maximize profitability through financial analysis.- Prepare regular reports and discuss improvements with management.
- Ensure category targets are met monthly, quarterly, and annually

Qualifications:

- Proven experience in category management or a similar role.
- Strong analytical and problem-solving skills.
- Excellent communication and teamwork abilities.
- Ability to work in a dynamic, fast-paced environment.
- Strong attention to detail and strategic thinking.

Technology Services

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Process Excellence Manager

Location: Gurgaon
Department: Technology Services

Job Summary: The Process Excellence Manager is responsible for implementing Lean and Six Sigma projects to improve organizational processes, mentoring teams, and optimizing performance through process improvement initiatives.

Key Responsibilities:

- Implement Lean and Six Sigma projects to improve processes.
- Mentor Yellow Belt & Green Belt projects for internal teams.
- Evaluate current processes and identify gaps and opportunities for optimization.
- Audit business functions and provide reports to leadership.
- Participate in stakeholder meetings and process improvement discussions.
- Create reports detailing process improvement outcomes.

Experience and Qualifications Required:

- 7+ years of experience in Process Transformation and Operational Excellence.
- Strong expertise in Lean tools, Six Sigma methodologies (Green Belt or Black Belt).
- Proven ability to apply problem-solving methodologies for business improvements.
- Excellent communication, decision-making, and leadership skills.
- Experience working with cross-functional teams and managing conflicts.

Machine Learning

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Computer Vision Engineering Manager

Location: Gurgaon
Department: AI/ML

Job Summary: The Computer Vision Engineering Manager will lead the lifecycle of computer vision projects,
ensuring high system performance, scalability, and accuracy while guiding a cross-functional team.

Key Responsibilities:

- Architect and refine computer vision models and data management systems.
- Develop tools for model training, evaluation, and iterative improvement.
- Implement CI/CD and MLOps practices to streamline project delivery.
- Collaborate across teams to integrate ML solutions into Cashify's offerings.
- Lead and mentor a multidisciplinary team, fostering a culture of innovation and learning

Experience and Qualifications Required:

- Bachelor's degree in Computer Science or related field.
- 5+ years of experience in computer vision and machine learning.
- Expertise in ML libraries (sklearn, numpy, pandas) and frameworks (PyTorch, FastAPI).
- Hands-on experience with AWS, CI/CD, and MLOps.- Proven leadership in managing technical teams and delivering projects.

What We Offer:

- A dynamic, growth-focused environment that fosters innovation and continuous learning.
- Competitive compensation and comprehensive benefits package.
- Opportunities for professional development and career advancement.
- Flexible work arrangements and a commitment to supporting personal and professional growth.

Python Developer

Location: Gurgaon
Department: AI/ML

Job Summary:
The Python Developer will play a critical role in building and maintaining backend infrastructure for AI/ML initiatives, optimizing database performance, and creating automated pipelines for seamless Development with 1-3 Years of experience

Key Responsibilities:

- Develop and maintain robust software applications to support AI/ML initiatives.
- Optimize database queries and design efficient schemas for MySQL and PostgreSQL.
- Build and manage APIs using Flask and FastAPI.
- Design, implement, and maintain automation pipelines for data ingestion and model deployment.
- Collaborate with ML Engineers to define and implement new features.
- Troubleshoot and debug applications to ensure performance and reliability.

Qualifications:

- Proficiency in Python and backend frameworks (Flask, FastAPI).
- Strong SQL skills with experience in MySQL and PostgreSQL.
- Experience with AWS, Docker, and containerization tools.
- Familiarity with Apache Airflow for creating data pipelines is a plus.
- Knowledge of Git for version control and workflow automation.

Desired:

- Workflow Automation: Basic knowledge of Apache Airflow for creating data pipelines.
- Front-end Frameworks: Familiarity with JavaScript and front-end frameworks (React, Next.js, etc.) is a plus.

Operations Lead (Data Python)

Location: Gurgaon
Department: Retail

Job Summary:
The Ops Lead is responsible for preparing daily, weekly, and monthly reports on sales queries, quotes, and completed leads, while coordinating with internal teams to optimize performance.

Key Responsibilities:

- Prepare and share regular reports on sales queries, quotes, and completed leads.
- Coordinate with internal teams to increase quotes and overall lead conversion.
- Collaborate with regional teams to share insights for performance improvements.

Experience and Qualifications Required:

- Strong analytical and problem-solving skills.
- Proficiency in Python for data analysis and reporting.
- Experience in working with cross-functional teams to optimize business processes.

App Development

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Front-end Developer

Location: Gurgaon
Department: App Development

Job Summary:
The Front-end Developer will develop new user interface components and responsive web pages, translating designs into high-quality code while ensuring performance across mobile and desktop platforms

Key Responsibilities:

- Develop responsive web pages using HTML and CSS frameworks.
- Identify and fix UI flaws in existing web pages.
- Collaborate with product, front-end, and back-end teams to develop new functionality.
- Ensure high performance on mobile and desktop platforms.

Experience and Qualifications Required::

- 1-3 years of experience in UI development.
- Hands-on experience with jQuery, Angular, React, HTML5/CSS3, and JavaScript.
- Familiarity with modern front-end build pipelines and tools

Testing

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Automation Test Engineer

Location: Gurgaon
Department: Testing

Job Summary:
The Automation Test Engineer is responsible for developing and maintaining quality assurance deliverables and testing frameworks, including automation scripts for web applications, mobile apps, and APIs

Key Responsibilities:

- Create and manage automation test frameworks and functional test scripts.
- Collaborate with development teams for test automation and bug fixes.
- Execute both manual and automated test cases as required.
- Raise defects and work with development teams to improve test cases.

Experience and Qualifications Required:

- 3-5 years of experience in automation frameworks for web/mobile applications and APIs.
- Proficiency in Java, SQL, and automation frameworks like Selenium and Jenkins.
- Familiarity with API testing tools like Postman and version control systems (GitHub, Bitbucket)
- Graduate in Bachelor of Technology or above in business computer, Information Technology, Computer Science or any related fields.

Marketing

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Product Analytics Manager

Location: Gurgaon
Department:

Job Summary: The Product Analytics Manager will work closely with business and marketing teams to drive data-driven decision-making throughout the customer journey on Cashify products. The role requires developing performance measurement reports and insights based on detailed digital behavior analysis. The position offers significant growth opportunities within a fast-paced, entrepreneurial environment

Key Responsibilities:

- Collaborate with D2C business and marketing teams to analyze the customer journey on Cashify products.
- Provide marketing performance measurement, reporting, and analysis to improve marketing program results.
- Solve marketing channel attribution challenges and ensure accurate marketing insights.
- Develop, maintain, and analyze standardized reporting dashboards for various marketing channels.
- Share insights and action points from data exploration to help teams optimize strategies.

Experience and Qualifications Required:

- 4-5 years of experience in an analyst or product analytics role.
- Strong problem-solving and analytical skills, with expertise in statistics and data modeling.
- Proficiency in SQL and experience with web analytics tools like Google Analytics, Mixpanel.
- Knowledge of marketing attribution models such as First Touch, Last Touch, and Multi-Touch.
- Experience with tools like Google BigQuery, R/Python is required.
- Familiarity with digital marketing tools like Google Ads and Facebook Ads.
- Experience with CRM tools such as Webengage, CleverTap, MoEngage.
- Knowledge of data visualization tools (Tableau, Power BI, Qlik Sense, etc.) is a plus.
- Strong written and verbal communication skills.

Direct-to-Consumer Phone Sales

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Category & Growth Manager

Location: Gurgaon
Department: Direct-to-Consumer

Job Summary:
The Category & Growth Manager will oversee and optimize product categories for **Cashify's** online store, driving sales and profitability through data-driven decisions and cross-functional collaboration.

Key Responsibilities:

- Develop and execute category and growth strategies aligned with business objectives.
- Monitor category performance metrics, sales, and profitability.
- Collaborate with marketing and inventory teams to design promotional campaigns.
- Conduct regular market research to anticipate opportunities and threats.
- Utilize data analytics tools to make informed decisions on pricing, assortment, and promotion.

Experience and Qualifications Required:

- 3+ years of experience in a growth role, delivering revenue to target.
- Strong knowledge of marketing funnels and data-driven decision-making.
- Hands-on experience with tools like Mixpanel, Google Analytics, and Webengage.

THANK YOU

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