



Chirag Doshi

E-Mail: x25chiragd@iima.ac.in

Mobile: +91 7709786158

LinkedIn: [linkedin.com/in/chiragdoshi08](https://www.linkedin.com/in/chiragdoshi08)

Summary

Results-driven Business Head with 12 years of experience in Operations, Business expansion, and Program management across startups. Proven track record in achieving profitability, driving growth, and improving efficiency. Skilled in P&L management, product development, and strategic planning. Demonstrated leadership in launching and scaling businesses, optimizing operations, and managing cross-functional teams to meet business goals.

Professional Experience

Operations Head – Quick Commerce and Aknamed | Pharmeasy | Gurgaon

- **Launched Quick Commerce** services for Pharmeasy in partnership with Swiggy Instamart. **Opened 19 pharma dark stores** across Bangalore, Delhi NCR, Mumbai, and Chennai.
- **Program managed full project** from designing and launching pharma dark stores in Swiggy PODs to fulfilling regulatory compliances, coordinating medicine supplies, and overseeing daily operations.
- In four months, started clocking a monthly **GMV of 1.2 Cr** and ensured **order processing time** (Order confirmation to ready for delivery) **under 2.5 mins**.
- In parallel, **headed operations for Aknamed**, managing Warehouse operations in 21 cities, managing a monthly **P&L of 80 Cr**.
- Improved operational governance across the company. Conducted physical stock audit across all the warehouses in 2 months, **audited inventory worth Rs 76 Cr**.
- **Improved service levels**, including **same-day delivery**, which increased from **76% to 92%**, and **same-day dispatch** for outstation supplies, which increased from **65% to 84%**. Additionally, operational costs were optimized by 16%, and service levels were improved to achieve zero escalations in the Patient Assistant Program business (For Roche, and Cipla)

Business Head - Retail, Docon and Health Partner Network | Pharmeasy | Gurgaon/Mumbai

- **Devised and implemented growth strategies and managed P&L** for Retail Business, Health Partner Network, and Docon.
- **Launched and expanded retail business for Pharmeasy** through the Franchise Owned Company Operated (FOCO) model, establishing a chain of physical medical stores.
- Drove operations of 5 retail stores and 3 corporate stores across 4 cities and scaled the **monthly GMV to 80 Lakh in 9 months**. **Achieved CM2 profitability** within 8 months **driving omnichannel strategy**.
- **Formulated an operational playbook** for setting up and managing retail stores, introducing scalable processes to improve efficiency. Coordinated with multiple vendors for store layouts and interiors, optimizing CAPEX.
- Improved the **first-fill procurement rate at stores from 63% to 92%** ensuring better availability and reducing stock outs.
- Helped **develop cloud-based billing PoS mobile app (mPOS)** for stores - lite & enhanced billing software version.
- **Oversaw a network of 800+ health partners**, generating additional business for the Pharmeasy App with a monthly revenue of 4 Cr+. Doubled revenue growth in the Health Partner Network within 4 months, reaching CM2 break-even.
- Managed operations for Docon EMR, having **3500+ monthly active doctors**.
- **Improved doctor payment collection** for Docon EMR by 3x and reduced doctor tickets by 66% within 3 months.

Head of Operations - Docon | Pharmeasy | Mumbai

- **Launched a doctor-led distribution platform** for Pharmeasy under the brand name PharmeasyOne and scaled the vertical to an **annual GMV of 60 Cr+ in 12 months**, with operations in 27 cities, operating 500+ stores with a team size of 400+.
- Reduced losses by 40% in PharmeasyOne in 6 months, achieving 2.5x YoY growth and **improving CM from -11% to -3%**.
- Created a comprehensive **training module for 300+ pharmacists across 27 cities** in India. **Handled payroll of 300+ pharmacists**, ensuring timely and accurate payment processing.
- Streamlined regular store audit process, **reducing losses to less than 1% of inventory value**.
- Implemented lead management smart platform (**Leadsquare**) to enhance sales efficiency and streamline onboarding processes.
- Built **automated ordering flow** for retailers using 9Box analysis & API integrations between POS Software & ordering platform, ensuring optimal stock-in-hand days and reducing stock-out instances at the store level.
- Deployed PAZO - daily operation management software and Click Up - daily task management software to improve operational and team efficiency.

Vice President - Operations | Medtrail Technologies | Delhi

- **Headed operations to manage the Doctor-led distribution platform**, Digitization Vertical, HR, Admin, and Tech Support.
- Improved prescription digitization efficiency from **50% throughput (150 Rx) in 30 mins to 90% (250 Rx) in 5 mins**; **optimized net digitization cost by 66% to Rs 5 per prescription in 10 months**; led a team of 200+ digitizers.
- Outlined entire operational framework to set up a doctor-led distribution platform for medicines by starting doctor clinic pharmacies; **handled Rs 25 Cr annual GTV across 120 stores with 95% customer satisfaction**.
- Established a robust supply network through effective negotiation with pharmaceutical companies, MRs, and distributors, which led to an **increase of 5% in the medicine procurement margins**.

- **Revamped the logistics process** of last-mile deliveries of Medicines to the clinics by building a process algorithm for route planning in sync with clinic timings, helping **reduce manpower and overall cost by 33%**.
- **Built an Automated ordering process** to ensure zero stock-outs, improved margins, and an optimum **inventory ratio (0.6 to 1)** at the store. **Streamlined Store Audits** by creating new SOPs to ensure zero pilferage and help **reduce audit time by 50%**.
- Implemented new features in the Prescription Digitization portal to **reduce per-prescription digitization time to under 60 seconds**. (This includes the doubt sheet clearance process flow, system-driven auto suggestions at the doctor level, which ultimately reduce the digitization time and accuracy)
- Designed an in-house **LMS portal to improve the digitizer learning curve by 30 days**.
- Contributed towards developing workflows for Smart Dispensaries Doctor App and POS to help doctors easily manage their dispensaries. **Designed a logistics app** for medicine deliveries, an **Audit App** for stock audits, and an Order Placement Portal.
- Defined Data structure and validation process for the **medicine master of 2.5 lakh+ medicines**. Built a tool to remove duplicates, update medicine details, and match them with the distributor catalogue.

Founder and CEO | TOIKIT | Mumbai

- **TOIKIT was a D2C brand** formed to create hygienic products for use in public toilets in India.
- Launched the first-ever disposable toilet kits for the Indian market. **Introduced 7 products**, in the most reasonable price band, to help people easily use public toilets.
- **Attained rapid growth in monthly revenue**, reaching INR 2L in less than 6 months, primarily through online marketplaces such as Amazon, Flipkart, Netmeds, Paytm Mall, and Shop Clues. Established offline presence across major retailers in Mumbai.
- Successfully **signed and onboarded Central Railways**; product launched by Shri Piyush Goyal in Mumbai Rajdhani Express.

MM CEO - CyberHub Gurgaon | OYO Rooms | Gurgaon

- **Managed P&L for the Cybercity (Gurgaon) market**. Achieved significant growth in monthly GMV for both online and offline channels. Increased online GMV from 55L to 1.7 Cr and scaled offline channel from zero to 50L within 6 months.
- **Improved KPIs like Shifting by 60% and NPS by 12%**, and identified and addressed revenue leakage worth 10L per month through audits.
- **Attained the title of fastest growing market** pan India and pioneer market to achieve a positive take rate in OYO Rooms.
- **Ranked 1** (out of 12 regions) with the highest monthly revenue of 4.34 Cr through a 5X increase in Sellable Room Nights.
- First BD manager (out of 50) to have MG-free cluster; **re-negotiated 50 contracts** with business partners within 1 month.
- **Collaborated with the Product team** to build a Corporate portal, Tout App, and an offline channel booking portal.

Assistant Manager - Aftersales | General Motors | Gurgaon

- **Supervised service and spare part divisions** for 11 dealers across UP, Haryana, Rajasthan, and Delhi NCR.
- Handled the highest number of job orders for the day among all after-sales managers across India, totalling 800+ orders, and grew month-over-month (MoM) revenue by 20%.
- **Ranked 1** in Extended Warranty and Roadside Assistance Sales, showcasing proficiency in sales and customer service.
- **Designed and launched 20 subsidized Mobile Service Vans** to facilitate remote servicing and reduce the breakdown time of vehicles, improving customer satisfaction and retention.

Education

B.Tech (Mechanical Engineering) – VNIT Nagpur | Nagpur

Accomplishments

- Got promoted from AVP to VP Operations within 10 months at Medtrail in recognition of exceptional performance and leadership.
- Got promoted from Business Development manager to MMC CEO in 5 months. Stood 2nd among the 53 MM CEO for two consecutive quarters in the internal sales championship, OYO Champions League, and OYO Premier League.
- Received an award for upgrading 4 key dealers to the Grand Master category within a year in General Motors, demonstrating excellence in dealer development.
- Won the fastest Formula car award at the first SUPRA SAE INDIA event in 2nd year of college.
- Winner of Science Model Competition at the district level.
- Ranked 2nd at the Oxford Find Out Quiz Contest organized by Barry O'Brien.

Extra-Curriculars

- Consistently organised multiple cultural events during my undergraduate college.
- Active member of Food Temple, a not-for-profit organization, which provides meals at Rs 10 in Kota.
- Vice President of the SAE club of the college.