

JAYANTH G

THE OPERATOR

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Give me the problem.
I'll show you how I operate.

OPEN TO
Operations · PMO Coordination
Customer Success · Talent Acquisition

15+ yrs

EXPERIENCE

7 yrs

BUSINESS OWNERSHIP

₹46L

INDIFOLKS TURNOVER

4.97/5

UBER RATING

01 PROFILE

A career built through practical work. I started in customer support, moved into HR operations, Technology PMO and leadership hiring, and later ran my own business for seven years. I now use the same hands-on approach to build LDERLY. I learn quickly, take ownership and focus on solving real problems.

02 PROBLEMS I CAN HELP SOLVE

CUSTOMER ISSUE	HIRING GAP	SLOW PROCESS	PROJECT RISK
Listen, find the cause, fix it and confirm the customer is satisfied.	Understand the real need, find the right people and keep candidates informed.	Map the work, remove delays and build a process people can follow.	Clarify owners, identify risks and follow up until the work is complete.

03 PROOF OF WORK

LDERLY AI-ASSISTED PRODUCT BUILDER	Created and launched an eldercare app connecting families, caregivers and care operations. Defined the product, user journeys and feature priorities; tested and deployed updates using Codex, Claude, Next.js, Firebase, GitHub and Vercel.
INDIFOLKS FOUNDER · 2018–2025	Built and ran a men's clothing brand for seven years. Generated approximately ₹46 lakh in recorded turnover, reached ₹20,000 in daily sales and maintained an average gross margin of about 35% before expenses. Figures are supported by GST records.
UBER DRIVER PARTNER · CURRENT	Currently driving to support my family while preparing for my next long-term role. Served 700+ riders and maintain a 4.97/5 rating—measurable proof of reliability and customer care.

04 CAREER EXPERIENCE

Founder & Independent Entrepreneur / Indifolks · Bengaluru 2018–2025

- Owned customers, sales, daily operations, vendor coordination, financial discipline and business decisions for seven years.
- Adapted the business through difficult market periods while maintaining direct responsibility for customer experience and commercial results.

Lateral & Leadership Hiring / Firstsource · Bengaluru 2016–2018

- Worked directly with senior leaders to hire corporate employees and senior managers, including General Manager roles.
- Managed hiring from defining the role and finding candidates through interviews, negotiation and onboarding.
- Built focused candidate pipelines for difficult roles and reduced the need for outside recruitment consultants.

Technology PMO Executive / Firstsource · Bengaluru 2014–2016

- Coordinated HR systems, customer-service platforms and automation projects across developers, testers, operations teams, business teams and vendors.
- Tracked goals, owners, schedules, risks and decisions; supported testing, change management and post-launch work.
- Used Agile and Scrum practices to improve project visibility and team coordination.

Human Resources Operations / Firstsource · Bengaluru 2012–2014

- Managed payroll, PF, ESIC, gratuity, income tax, medical insurance, background checks, onboarding and exits.
- Helped automate payroll, compliance tracking and reports to reduce manual work, errors and delays.
- Handled sensitive employee-family settlements involving legal, financial and insurance processes with care.

Technical Support Executive / Firstsource · Bengaluru 2010–2012

- Helped UK customers fix broadband, hardware, software and phone-line problems.
- Strong customer ratings and resolving issues on the first call earned me a place in a pilot chat-support team.
- Performance and adaptability led to an internal move into HR and payroll operations.

05 HOW I WORK WITH AI AND TECHNOLOGY

PRODUCT BUILDING	Next.js · Firebase · Vercel · GitHub	Building, testing and deploying LDERLY
AI ASSISTANCE	Codex · Claude	Planning features, creating code and solving problems
OPERATIONS	Process mapping · Reporting · Workflow improvement	Making work simpler and easier to track
PROJECT WORK	Requirements · Testing · Risk tracking	Keeping teams and work aligned

06 EDUCATION, LANGUAGES AND REFERENCES

EDUCATION	LANGUAGES	REFERENCES
Class 10 Seshadripuram High School, Bengaluru	English · Kannada · Hindi Telugu · Tamil	Available from former managers and senior leaders, including professionals now at VP level and above.

PRACTICAL EXPERIENCE · PROVEN RESULTS · READY FOR THE NEXT ROLE