



Logistics that empowers

Job Description Chief Of Staff



About Freight Tiger

Freight Tiger is India's largest freight network that combines offline with digital to build an intelligent ecosystem for the logistics industry. Founded by Swapnil Shah in 2015, the startup was the first to launch multi-tier visibility in India, which has become an industry norm today. Since then, Freight Tiger has grown to provide end-to-end logistics solutions that help businesses optimize their logistics operations and grow their business. In 2020, the company also launched financing solutions for customers to help them get access to credit and working capital.

Freight Tiger provides its services to 200+ clients including Saint Gobain, Dalmia Group, JSW Steel, Patanjali, Kohler, DHL, Damco, Parle and MRF among others.

Freight Tiger is backed by Lightspeed Venture Partners, Shriram Logistics and Moonstone Investments.

Website : www.freighttiger.com

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Management Team



Swapnil Shah

CEO & Founder

Swapnil is deeply invested in seeing a paradigm shift in logistics that will improve our everyday lives as makers, movers and consumers. He started his career as a research engineer solving surface engineering and tribology problems at Caterpillar's Technical Center. Prior to founding Freight Tiger, he worked with Dana Holding Corporation, where he played a key role to achieve one of the most successful turnarounds in the US automotive industry. He also set up Dana's commercial vehicle business in India. Prior to this, Swapnil was with Caterpillar Inc, where he set up two services businesses and led an effort to launch "Toyota Production System" through Lean 6 Sigma to achieve operations excellence at GM, Nissan and Mercedes Benz, in the US and Mexico. He holds a BE and an MS in Metallurgical engineering and an MBA from Harvard Business School.



Amol Shah

Chief Operating Officer

Amol uses his decade long experience in supply chain and procurement with the world's most cutting-edge technology leaders to build operational capabilities at Freight Tiger. Prior to this, he was at Apple, where he played a key role in revamping operations to boost productivity and efficiency, launching new products within aggressive timeframes and rationalizing costs across 11 facilities in five countries. Prior to this, he led the process optimization effort for new product development at Siemens Energy across all business lines. He holds a BE in Production Engineering, an MS in Industrial Engineering and an MBA from Harvard Business School.

Job Description

Location: Mumbai

About the Role:

It is an Executive responsibility and the incumbent will be a strategic partner to the Founders/CEO/COO and will help advance the Founder's strategic initiatives. The role requires a highly resourceful individual who can work independently with exposure to market and business intelligence, strong data analytics skills and project management skills, high emotional maturity, self-motivation, integrity, willingness to put the Founder's and the firm's interests above all else, absolute confidentiality where appropriate. The role is designed to give comprehensive exposure to the candidate to various parts of the business and intended to transition into a business leadership role. As Freight Tiger embarks on the next phase of growth, we are looking to ramp up the team to support multiple growth initiatives. Chief of Staff (COS) to Founders will assist in creating and managing operating plans, investor communication and driving new initiatives.

Key responsibilities:

Strategic Process:

- Work on business strategy and transformation roadmap.
- Spearhead strategies to steer the company's future in a positive direction.
- Oversee and coordinate strategic business initiatives from project planning to successful execution.
- Working closely with key influencers and decision makers across the organization to shape positive outcomes and impact business growth.
- Responsible for deploying relevant decision support systems and reports to define and track key strategic metrics for all businesses.

- Working with Founders on creating the Annual Operating Plan (AOP) and key goals.
- Running PMO for core central project.
- Actively gather crucial and strategic data, prepare important reports, generate insights and recommendations.

Internal Operations & Communication:

- Managing CEO's time and overseeing his calendar management, and complete management of all crucial/special tasks s/he is expected to accomplish.
- Drive priorities by setting agenda for weekly meetings and catch ups (off-site, on-site and virtual) spanning across teams and business trips.
- Helping CEO with regular business reviews , pitch decks and presentations.
- Improve current processes and coordinate organizational procedures for optimized efficiency and productivity.
- Responsible for creating and executing the communication strategy for the CEO and senior leadership team internally as well as support external communication.
- Participate in regular meetings with RD and the leadership team on various business issues.
- Managing various projects, resolving bottlenecks in decisions, setting up and reviewing processes.

Reporting and Dashboards:

- Construct/deconstruct MIS reports, create and manage meaningful reporting dashboards on defined performance parameters for all business.
- Robust analysis of new sectors/businesses for expansion.
- Prepare information for external and internal meetings with analysis and synopsis on the performance of various businesses along with bios of key players in the marketplace.
- Build financial models, frameworks and ad hoc reports for the business leaders across all businesses. Challenge the assumptions and performance numbers to make important decisions.
- Research and Analysis: Analysis and interpretation of financial data and transferring that data into meaningful information and reports to understand the performance of various

businesses and help drive decisions. Providing solutions basis analysis at regular intervals. Compile information on industry trends; track industry growth and conduct competitor analysis. Being able to provide an opinion and insight based on this research.

Requirements:

- 5+ years in product, operations or data-driven customer success in a technology/logistics company.
- Excellent communication skills, both written and verbal with strong presentation skills and inclined towards data analytics.
- Problem solving attitude leveraging internal/external resources, conflict resolution and follow through with partners.
- The role requires superior attention to detail, great organisational and negotiation skills, ability to find solutions to problems, juggle multiple requests and identify ways to drive efficiency.
- Inclusive and collaborative - driving teamwork and cross-team alignment.
- Deadline-driven, organised and able to multitask.
- Highest level of integrity and stellar judgement.
- Ability to think top-down and bottom-up.

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