



Guru Gobind Singh Indraprastha University
“A State University established by the Govt. Of NCT Delhi”
Sector 16-C, Dwarka, New Delhi – 110078



F. No.: GGSIPU/CCGPC/2024/PN/990

10th May 2024

Sub. Placement opportunity for UG and PG students of GGSIP University passing out in 2024 in the company “Rivigo by Mahindra”.

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for UG and PG students of GGSIP University passing out in 2024 in the company “Rivigo by Mahindra” for your reference and circulation to students to apply on given link by **12th May 2024**:

Registration Link – <https://forms.gle/N5sgSd7i2a1PqMqb6>

Name of Company: RIVIGO

Job Role:

- Executive – Customer Experience/Voice of Customer
- Role: Executive – Operation Excellence

Location – Gurgaon

Salary – CTC Budget – INR 3.0 LPA (Graduate) and INR 3.0 – 3.5 LPA ((Postgraduate)

Please find attached more JD for more details.

LAST DATE FOR REGISTRATION IS **12th May 2024**.

(Dr. Nisha Singh)

Training and Placement Officer,
CCGPC, GGSIP University

Company Overview:

RIVIGO is a part of Mahindra Logistics, India’s leading integrated logistics services provider, we are an express logistics service provider with a mission to revolutionize goods mobility and bring down the overall logistics cost in India. Through innovation, problem-solving, and continuous collaboration, we are driven by our purpose of making logistics faster, safer, and more human. Delivering to 19,000+ pin codes across India, we strongly focus on zero-defect operations and customer centricity to drive excellence using world-class technology. Together with Mahindra Logistics.

we are reimagining Indian Logistics and Igniting Success for all our stakeholders by bringing in efficiencies across every element of the supply chain. We operate as MLL Express Services Pvt. Ltd., which is the express business entity of Mahindra Logistics Limited.

Website: <http://www.rivigo.com/>

Office Address - Mahindra Logistics, AIHP Palms, 2nd Floor, Plot no 242, 243, Udhog Vihar, Phase 4, Sector 18, Gurgaon Harvana.

2. Role: Executive – Customer Experience/Voice of Customer
Location-
Gurgaon - 3

CTC Budget – 3LPA (Graduate) and 3-3.5LPA ((Postgraduate)

Roles & Responsibilities –

- **Feedback Collection:** Implement systems and processes for collecting feedback from various customer touchpoints, including surveys, interviews, social media, and online reviews.
- **Data Analysis:** Analyse customer feedback data to identify trends, patterns, and insights regarding customer preferences, satisfaction levels, and pain points.
- **Insight Generation:** Extract actionable insights from customer feedback data to drive strategic decision-making and continuous improvement initiatives across the organization.
- **Customer Advocacy:** Serve as the voice of the customer within the organization, advocating for the customer-centric policies, processes, and initiatives.
- **Cross-Functional Collaborations:** Collaborate with internal teams, including product development, marketing, sales, and customer support, to share customer insights and drive customer-focused initiatives.
- **Feedback Reporting:** Prepare and present comprehensive reports and presentations summarizing key findings, trends, and actionable recommendations based on customer feedback.
- **Customer Experience Improvement:** Lead initiatives to improve customer experience by addressing identified pain points, implementing customer feedback-driven changes, and monitoring the impact on customer satisfaction metrics.
- **Quality Assurance:** Monitor and evaluate the quality of customer interactions across different channels, ensuring adherence to established service standards and best practices.
- **Customer Relationship Management:** Build and maintain strong relationships with customers, gathering feedback proactively and fostering a customer-centric culture with the organization.
- **Continuous Learning:** Stay informed about industry trends, best practices, and emerging technologies related to customer feedback management and customer experience enhancement.

3. Role: Executive – Operation Excellence

Location-

Gurgaon -1

CTC Budget – 3LPA (Graduate) and 3-3.5LPA ((Postgraduate)

Roles & Responsibilities –

- Handling PAN India Damage escalations
- Coordinating with Sales teams regarding claim status
- Client's confirmation to be taken of losses on POD remarks.
- Closure of client's escalation with detailed RCA and CAPA.
- Calls to be taken with ground team regarding case resolutions.
- Analysis on damages reported in PAN India
- Various reasons analysis behind damage tickets.
- Audits on handling & stacking.