

KRISH KATHURIA

Operations & Growth Analyst

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PROFESSIONAL SUMMARY

Operations and growth professional with 2+ years of experience across food-tech platforms, marketplace operations, and brand-level business execution. Proven ability to build systems from scratch, including forecasting frameworks and aggregator coordination workflows. Skilled at spotting inefficiencies, converting them into structured fixes, and driving outcomes across supply, customer experience, product, and content teams. Experienced in coordinating with aggregator platforms to execute offers, manage listings, and support platform-led growth.

KEY COMPETENCIES

Forecasting & Analysis • Business Reporting • Stakeholder Management • Customer Experience & Issue Resolution • Critical Thinking

Aggregator & Partner Coordination • MS Excel / Google Sheets / Docs / Slides • Operations to Growth Translation • Product Thinking & Prioritization • Cross-Functional Execution

PROFESSIONAL EXPERIENCE

Senior Business Operations Analyst | Enoki | Delhi

02/2026 – Present

- Built and maintained reports and forecasting plans covering menu performance, kitchen raw material requirements, packaging needs, and overall brand health metrics.
- Established the in-house call centre from scratch, defined workflows, onboarded the team, and created visibility into customer-reported issues.
- Coordinated with aggregator platform account teams for offer creation, menu additions, and promotions to drive platform-level growth.
- Managed kitchen stock coordination across locations to ensure operational readiness and minimise disruptions during peak periods.
- Supported cross-functional execution across ops, customer support, supply readiness, and growth initiatives.

Content and Business Associate | District by Zomato | Delhi

02/2025 – 01/2026

- Bridged users and product teams, collected, structured, and relayed feedback that directly shaped product and content decisions.
- Tracked engagement metrics including impressions, taps, and feature interaction rates to evaluate product changes and content effectiveness.
- Contributed to discovery strategy discussions on filters, rails, brand visibility, and user journey optimisation.
- Owned Offers Charter execution end-to-end covering configuration, rollout, and stakeholder alignment across teams.

Operations Associate | Zomato | Delhi

04/2024 – 01/2025

- Managed end-to-end fulfilment of high-value party and celebration orders, coordinating across vendors, riders, and internal ops.
- Proactively identified supply constraints and operational risks, reducing order failure rates before escalation.
- Resolved real-time field issues with riders and vendors to maintain service continuity during peak demand.
- Created customer stories recognised internally as benchmarks for experience improvement and trust-building.

PROJECTS

Zomato Legends Customer Experience & Project Operations

- Primary interface between customers and the product/tech team, captured feedback and converted it into structured product improvement requests.
- Supported feature rollouts and process changes that improved service efficiency, reduced resolution time, and enhanced user experience.

CERTIFICATIONS

Electronic Arts Product Management Job Simulation

Forage

January 2026

- Built KPI frameworks to assess business problems for a strategy RPG mobile game and created a data-driven video game presentation.

Lean Six Sigma Green Belt

KPMG

EDUCATION

Bachelor of Business Administration (BBA) Guru Gobind Singh Indraprastha University, Delhi 2020 to 2023 | GPA: 9.1

ACHIEVEMENTS

- Scored 96% in Math Olympiad.
- Received trophy for highest wicket taker at the Adidas Uprising Tournament.