



Job Description for Digilytics™ Client Operations Lead

Role	Client Operations Lead
Position Type	Full Time
Total Experience	4-7 years
Job Type	Experienced
Location	Gurgaon

About Us

At Digilytics™, we build and deliver easy to use AI products to the secured lending and consumer industry sectors. In an ever-crowded world of clever technology solutions looking for a problem to solve, our solutions start with a keen understanding of what creates and what destroys value in our clients' business.

Founded by Arindom Basu, the leadership of Digilytics™ is deeply rooted in leveraging disruptive technology to drive profitable business growth. With over 50 years of combined experience in technology-enabled change, the Digilytics™ leadership is focused on building a values-first firm that will stand the test of time.

We are currently focussed on developing a product, Revel FS, to revolutionise loan origination for mortgages and secured lending. We are also developing a second product, Revel CI, focused on improving trade (secondary) sales to consumer industry clients like auto and FMCG players.

The leadership strongly believes in the ethos of enabling intelligence across the organization. Digilytics AI is headquartered in London, with presence across India.

Our Values

F Free-thinking: New technologies, business ideas, operating models	O Optimistic: Deal with issues and challenges head-on	C Committed: To deliver results and value for clients	A Analytical: In designing solutions and managing execution	L Loyal: To our clients and our employees
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Website: www.digilytics.ai

- **Know about our product**
 - [Digilytics RelEL](#)
 - [Digilytics RelUP](#)
- **What's it like working at Digilytics** <https://www.digilytics.ai/about-us.html>
- **Digilytics featured in Forbes:** <https://bit.ly/3zDQc4z>



About the role

We are looking for experienced client operations lead, who has the aspirations and appetite for working in a start-up environment, and with relevant industry experience to make a significant contribution to our Digilytics™ platform and solutions.

Responsibilities

1. Develop and manage processes for generating high accuracy in AI based processing of documents
 - Set up process and manage resubmissions for AI output of uploaded documents
 - Ensure SLAs are maintained for processing of all Documents
 - Understand model outputs and escalate any discrepancies observed in the process
2. Client support for Digilytics products which includes:
 - Implement support processes within the organization.
 - Manage post Go-Live client activities like monthly incident reports, usage tracking reports, client requests etc.
 - Manage third party vendors, monitor vendor progress and escalate risks proactively
 - Ability to understand the customer issue in its entirety, triage, analyse, troubleshoot and where possible assist in resolving customer issues.
 - Ability to associate priorities, risks with issues logged and actively escalate where required.
 - Ability to drive issues to closure through interaction with a wide variety of stakeholders.
 - Team player who is ready to contribute, lead and own elements of troubleshooting and problem resolution.
 - Documenting troubleshooting and problem resolution steps, and determining the best course of action.
 - Ability to learn and adapt to new technologies based on organization needs.
 - Ensure all tickets meet the targets for resolution, escalation, documentation & completion.

Must Haves:

- Experience of operation of AI driven processes
- At least 4 years of client support experience, working directly with different End-user customers.
- Exposure to different support processes and tools
- Clear understanding of SLA and SLA process implementation

Knowledge & Experience

- Knowledge of AI driven processes management for processes like data annotation, data classification, data extraction, human-in-the-loop etc.
- Hands-on experience in Supporting Application running on Java or .net, with the ability to understand the code.
- Experience (hands-on) of at least one Unix Category OS (Linux, Solaris, SCO, AIX, etc.) – Good to have
- Working knowledge of Azure, Networking, and Communication protocol – Good to have
- Willingness to work in 24/7 shifts.

Education Background

- Bachelor's Degree in computer or engineering related field (or related field experience)
- Master's degree is preferred