JAYPAL PANDEY

Bengaluru, Karnataka | [redacted] | [redacted] | [redacted]

SUMMARY

BBA student with hands-on experience across product and operations roles in startups. At Airlearn (Unacademy), owned a multilingual product content pipeline across 20+ languages with zero-defect publishing, and scaled throughput 4x (from 10 to 40+ lessons/day) by building AI-assisted workflows and authoring SOPs. Experienced in partner onboarding, cross-functional coordination, KPI tracking, and process documentation across operations, sales, and marketing.

WORK EXPERIENCE

Product & Operations Intern | Airlearn by Unacademy, Bengaluru **Apr 2026 – Sep 2026**

- Owned the end-to-end product content lifecycle for 20+ languages on the Airlearn app, from word creation and script development to Figma design handoff, QC, and production release, with zero-defect app publishing.
- Identified manual script prep and translation checks as the core throughput bottleneck; designed and rolled out AI-assisted workflows in Claude for word-level language mapping and translation consistency checks, scaling delivery 4x (from 10 to 40+ lessons/day).
- Defined quality benchmarks and a structured pre-launch QC framework across diverse language pairs (Korean, Japanese, Vietnamese, Chinese, Indian regional), ensuring accurate, learner-ready content on every go-live.
- Tracked pipeline KPIs (daily output, QC accuracy, release timelines) to flag delays early and prioritize language releases against daily targets.
- Collaborated cross-functionally with educators, designers, and QC reviewers; authored SOPs using AI and identified automation opportunities now being integrated into the team's internal system.

Business Operations & Partnerships Intern | Ticketsque, Bengaluru **Dec 2025 – Feb 2026**

- Onboarded and launched events for venues, restaurants, and organizers — owning listings and cover-charge systems end to end for major venues including Sunburn Union and BOCA.
- Coordinated between external partners and internal teams on pricing, event requirements, and go-live timelines, ensuring smooth execution of every listing.
- Tracked ticket sales, engagement, and conversion metrics; identified and closed operational gaps in listing quality and visibility, improving event reach.
- Contributed to ₹10 lakh+ in ticket sales through streamlined onboarding, coordination, and promotional execution.

Founding Member | A.L.I.G.N (branding & content studio) **Sep 2025 – Dec 2025**

- Managed delivery cycles for 2 clients — assigning tasks across a 3-member team and ensuring on-time execution of 20–30 deliverables per month.
- Tracked campaign performance and optimized delivery processes, contributing to ₹2.5 lakh+ client revenue and 2x growth in sales.

PROJECTS & VENTURES

Digital Marketing Lead | Woolzy Shop (crochet & plush toy brand)

- Ran a 3-day digital campaign end to end — tracking reach, engagement, CTR, and conversions, and turning the data into optimization decisions.

Marketing Lead | House of GenZ (campus pop-up venture)

- Planned and executed a 2-day pop-up with a 5-member team — secured ₹6,000 college funding and coordinated setup, sales, and promotion end to end.
- Generated ₹30,000+ revenue (₹14,500 profit) in 2 days through on-ground execution and direct customer handling.

EDUCATION

Bachelor of Business Administration (BBA) | Manipal University Jaipur **2024 – 2027**

Entrepreneurship & Tech Management | PW IOI – School of Management **Oct 2024 – 2028**

Class XII (PCM) | Score: 75% **2022 – 2023**

SKILLS

Core Operations: Operations coordination, SOP design & documentation, Process improvement, Stakeholder management, KPI tracking

Analytics & Reporting: Microsoft Excel, Google Sheets, KPI dashboards, Reporting & dashboard tracking

AI & Automation: Claude, OpenAI, Perplexity, Higgsfield, Emergent, Midjourney

Tools: HubSpot CRM, Slack, Notion, Figma, Google Workspace, Darwinbox

Languages: English, Hindi