

# About Zolostays

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**We are India's fastest moving technology startup in the co-living and student housing spaces with the ambition of being the largest provider of managed residences..**

**With an aim to provide a completely hassle-free long term living experience to working professionals as well as students, our living spaces offer all kinds of basic and luxury living amenities.**

**Our biggest USP for a resident comes from a vibrant resident community, omni channel platform and top notch service - all enabled by technology. We started in 2015 and are currently present in 10 cities - and have served 1lac+ happy residents to date.**

# Role, Responsibilities of the Customer Delight Trainee

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The role of the Customer Delight Trainee would encompass the following:

- **Handling** grievances and customer escalations, **understand their problems and getting them solved.**
- **Insights and Analysis: Use tools to analyse customer data and provide insights on grievance response times, trends, requirements etc.**
- **Cross-team Interactions: Interact with the concerned teams to ensure all grievances are addressed within SLAs, and future instances of the same kind of grievances are minimized.**

## Skills required for the role

- **Good Communication - English & Hindi is Mandatory**
- **Good Problem Solving skills**
- **Only Graduates (Not B.Tech)**
- **Rotational Shifts**

***Job Location Will be Bangalore***

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Know Zolo story!



# The Past & The Present

With Tears, Blood, Sweat and Much Love of 4 passionate individuals, Zolo was Born



2015

2015

Launch of First Zolo Co-Living – Zolo Green Garden



2015

2016



Launch of Zolo Co-Living in Pune



Hit the first 1000 mark for Zoloites and 100 mark for Zolo Associates

2016

2017



Series A Funding of \$5 Mn



Launch of Chennai and Kota

2017

2018



10000 Beds, 8 Cities



\$ 28 Mn Fund Raise, 10 Cities, 20,000 Residents

2019

2019



Launch of Investment Sales – Zolo's first Subsidiary Company

2019

Launch of Ahmedabad



2020



Series C Funding of \$56 Mn



INR250 Cr. Revenue (ARR)



2000+ Property Associates, 600+ Corporate Associates



\$ 90 Mn Total Funds Raised, 3 Marquee Investors



11 Cities, 34,000 Happy Residents, 1 Lac Zoloites served

# Our Presence in India



# Key Leadership Team – And What They Love!

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**Dr. Nikhil Sikri**

**Founder & CEO**

MBBS - AIIMS; MBA -  
ISB



**Akhil**

**Founder & CTO**

BE, CS - IIT D



**Sneha**

**Founder & CBO -**

IMBA - IIM K (Gold  
Medalist); BE - RVCE



**Partha Mohanty**

**Senior Director - Product**

MBA - ISB  
B.Tech – NIT Rourkela



**Sidhartha Mehra**

**CFO**

CA – ICAI; CS - ICSI  
Bcom – Delhi University



**Deepak Varghese**

**Vice President - Investment Sales**

Masters in Management -MU,  
B.Com - BU

# The Backbone of Everything @ Zolo – Our Principles!

Keep setting a new benchmark for the customer focus.

Think like an Owner.

Play for the long term winning strategy.

Visualize the future. Work backward.

All problems are built as concentric circles. Ask the 5 Why's.

Keep raising the bar. Evolve Constantly.

Commitments can't be broken; A good no is better than a bad yes.

Be the coach and the captain; Your team needs both - earn respect.

Lead or follow; Commit either way.

Don't lose touch with the ground.

Value Money; It keeps the lights on.

Mistakes must come with learnings.

Deliver results.

Measure efforts not just result.

Agility is the best form of stability.

War decides the weapons; Weapons don't decide the war.



# Celebrate Work, Celebrate Life!

Diwali Party 2k19



Ganesha Chaturthi



Independence Day



Holi at Pune celebration



Typical B'Day celebration



4<sup>th</sup> Anniversary Celebration



# Media Links:

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- <https://zolostays.com/blog/zolo-stays-redefines-living-experience-for-students-and-singles/>
- <https://yourstory.com/2018/08/zolo-stays-redefines-living-experience-students-singles>
- <https://yourstory.com/2020/07/funding-zolostays-series-c-investcorp-nexus-ventures>
- <https://www.youtube.com/watch?v=TYfSa2ZEsGA>
- <https://www.youtube.com/watch?v=jFETu-eLTks>