

YASIR KHALIL

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PROFESSIONAL SUMMARY

Strategic operator with 9+ years of experience building and scaling marketplaces, building distribution, and driving revenue across fintech, mobility, and consumer internet. IIT Guwahati alumnus with a proven track record in 0 to 1 execution, operations leadership, and high-impact growth initiatives.

EXPERIENCE

Director – Strategy & Growth

House of Agents - Mumbai | August 2025 – present

- Led end-to-end growth operations at an early-stage voice AI startup
- Driving enterprise adoption in real estate and mortgage verticals. Built GTM strategy from ground up
- Onboarded key clients, and scaled MRR by ₹12L (\$13K+) in 4 months
- Established operational frameworks and sales processes in a lean 4-person team.
- Hands-on experience across product positioning, customer success, and revenue operations in the conversational AI space

Associate Director – Strategy & Growth

Ambak (Sequoia Surge-backed Fintech) – Mumbai | Jul 2024 – August 2025

- Launched new cities ops; built GTM strategy and localized playbooks from scratch
- Onboarded 2500+ agents & DSAs; partnered with 40+ banks & NBFCs for mortgage distribution
- Improved lead-to-disbursal conversion by 35% via funnel and training optimization
- Led \$25 million+ disbursements while bridging sales and product for GTM alignment.

Rebuilding Phase – Strategic Reskilling & Independent Projects

Self-employed – Delhi | Feb 2022 – Mar 2023

Took time post-startup closure to realign, rebuild, and upskill across product, ops, and GTM

Co-Founder & COO

CoZo & CoZo+ (Petcare & IoT) – Delhi | Nov 2018 – Jan 2022

- Founded an on-demand platform connecting pet owners with trusted dog walkers, sitters & groomers
- Scaled from 0 to 10,000+ customers and 800+ service providers
- Pivoted to vet telemedicine during COVID; achieved 50,000+ app installs in 30 days
- Managed full-stack ops, growth, CX, and product; hit \$1million+ ARR pre-COVID

Co-Founder & COO

Zorro Solutions – Gurgaon | Oct 2017 – Dec 2018

- Built customer service-as-a-service (CSaaS) company offering pay per ticket to help startups scale customer service efficiently
- Scaled from 5 to 60 seats; reduced TAT by 45% via automation
- Delivered 95%+ CSAT across omni-channel support; exited due to market timing

Manager – Community Operations

Uber – Delhi | Sep 2016 – Oct 2017

- Reduced support costs by 28% through onboarding & training revamp
- Designed SOPs for fraud detection (referral, DL); boosted conversion by 22%
- Led L4/L5 safety response; coordinated with law enforcement & Trust & Safety teams

Head of Operations

Clayrop Wellness – Gurgaon | Jun 2015 – Sep 2016

- Onboarded 150+ salons, scaled to 15,000+ customers within 12 months
 - Launched 8 franchise outlets; standardized pricing, training, and CX
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EDUCATION: B.Tech – Civil Engineering

Indian Institute of Technology, Guwahati | 2015

SKILLS

0 to 1 Execution · Business Strategy · Ops Excellence · Marketplace Growth · GTM · City Launches
Distribution Building · P&L Ownership · BD & Partnerships · Customer Experience · Team Leadership