

JOB DESCRIPTION

Product Operations Associate (Tech)

About the role:

We're looking for an organised and tech-savvy Product Operations Associate to join our tech team. This role is perfect for someone who thrives on keeping things running smoothly while building toward a career in product management. You'll be the operational backbone that ensures our product infrastructure, vendor relationships, and day-to-day processes run seamlessly, while gaining valuable experience in product strategy and roadmap management.

Responsibilities:

- You'll coordinate with hardware and cloud vendors to ensure seamless servicing and support for our product infrastructure
- You'll track and update product tickets, maintaining clear visibility on project status and resolution timelines
- You'll contribute to product roadmap updates and tactical product management initiatives
- You'll ensure alignment between internal teams and external vendors on project deliverables and timelines
- You'll document product requirements and processes to maintain organizational knowledge and efficiency
- You'll evolve into taking on light product ownership responsibilities as you grow in the role

Must-Haves:

- Bachelor's degree in IT, Computer Science, Management, or related fields
- 1-3 years of experience in vendor coordination, tech operations, or PMO-type work
- Demonstrated experience with follow-up and project tracking
- Comfort with basic tech tools, APIs, cloud platforms, and technical terminology
- Strong organisational skills with exceptional attention to detail

Skills / What we're looking for

Detail-oriented and organised

You keep track of multiple tasks and don't let things fall through the cracks.

Good with follow-ups

You're comfortable following up with vendors, updating stakeholders, and keeping projects moving.

Tech-comfortable

You're not intimidated by technical terms and can communicate effectively with tech teams and vendors.

Eager to learn about product

You want to grow beyond just coordination and are interested in understanding how products are built and managed.

Team player

You work well with others and know when to ask for help.

Location: Mumbai

This is a full-time onsite role based in our head office in Mumbai.

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