



Job Title: Operations & Customer Support Superstar

Location: Mumbai or Ahmedabad

Job Type: Full-time (Because we need a full-time pet lover!)

About Us:

At Zumigo, we're on a mission to make every pet's life happier, healthier, and tail-waggingly fun with our innovative platform. We're a startup with big dreams and even bigger hearts, looking for a paws-itively energetic Operations & Customer Support superstar to join our pack!

Who We're Looking For:

Are you a multi-tasking, problem-solving, fetch-it-and-fix-it kind of person? Do you love helping people and pets alike, with a knack for keeping things running smooth as a pup's shiny coat? If you're ready to jump in, get your paws dirty, and be the backbone of an exciting startup that's all about making tails wag, then read on!

What You'll Be Doing:

- **Operations Wizardry:** Keep our business running like a well-trained pup. Manage inventory, coordinate between teams, and help streamline our day-to-day processes.
- **Customer Support Champion:** Be the friendly voice on the other end! Answer customer questions, resolve issues, and create pawsitive experiences that leave tails wagging.
- **Data & Reporting:** Track appointments, analyze feedback, and keep our pack informed with clear, concise reports.
- **Team Collaborator:** Work closely with tech, marketing, and product teams to ensure smooth launches and top-notch customer satisfaction.
- **Problem Sniffer:** Quickly identify challenges and sniff out creative solutions with agility and enthusiasm.

What You To Our Pack:

- A passion for pets and a tail-wagging **commitment to great customer service.**
- **Strong organizational skills**—you can herd cats (or at least puppies!) when the chaos hits.
- **Excellent communication skills;** you speak fluent “human” and can translate that into “paw-sitive” support.
- **Experience in operations or customer support,** preferably in a startup or tech environment (bonus points for pet industry knowledge!).
- **Tech-savvy** with a knack for adapting to new tools and software.
- **Ability to juggle multiple tasks** without dropping the ball (or the chew toy).
- **A positive, can-do attitude** that helps your entire team shine brighter than a new tennis ball.

Why Join Us?

- Work at a pet-loving startup where your efforts make a real difference to furry friends and their humans.
- Flexibility to work from your favorite spot in Mumbai or Ahmedabad.
- Fellow pet enthusiasts who celebrate every small win with snacks.
- Opportunities to grow and learn in a fast-moving, supportive environment.
- Competitive salary (because we think you're pawsome!).

Ready to unleash your potential and help us build a pet tech future that's nothing short of fur-tastic? **Apply now and let's make magic happen—one paw-step at a time!**

To apply please share your resume on careers@zumigo.pet by **August 31, 2025**.