



**Mydala is hiring for Team Lead – Accounts (Client Relation)**

**Location-** New Delhi  
**Position Type-** Full Time  
**Education-** UG - Any Graduate -Any Specialization /PG - Any PG Course - Any Specialization  
**Work Experience-** 2 years - 4 years

Once a merchant has signed up with mydala, it is the Accounts team’s responsibility to ensure the merchant is fully equipped operationally. In short create success for the merchant and as a result, mydala.

**Roles and Responsibilities**

- Lead and actively participate in merchant on-boarding and deployment activities
- Manage the merchant list, optimizing allocation in the team in order to achieve targets
- Effectively leading and managing communications across departments to help maintain seamless operations on a day-to-day basis
- Analyze data, conduct a root cause analysis and act as a channel between the on-ground team and the central team providing product/process related feedback
- Coordinate with the merchants/customers through phone/email towards exceptional user experience

**Ideal Candidate**

- Graduates with 2-4 years of work experience. Team lead experience mandatory
- Patient listener with a knack of independently handling leadership level conversations
- Excellent communication, comprehension and analytical skills
- Go-getter with a proven record in target achievement
- Excellent attitude and a good team player
- Willingness to take ownership in a team and knack for problem solving
- Basic computer skills and operational MS-Office knowledge
- Ability to work in a highly charged environment without compromising on quality

Share your resume at [jobs@mydala.com](mailto:jobs@mydala.com)