

MOHAMMED ROSHAN

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SUMMARY

Operations associate at Assurant with a BSc in Biotechnology & Genetics, hands-on diagnostics lab experience, and my college's Best Entrepreneurial Award for pitching ideas and running stalls. Resolve around 100 customer tickets a day at a 100% quality score, working across CRM and ticketing systems with customer success and support teams. Earlier ran samples and QA on biochemistry and haematology analysers. Looking for a customer success, implementation or operations role at a healthtech, diagnostics or life-sciences startup in Bengaluru, where knowing how a lab runs is useful from day one.

EXPERIENCE

Associate, Operations | Assurant, Bengaluru 2026 - Present

Global protection and insurance solutions company (NYSE: AIZ)

- Resolve around 100 customer tickets a day over calls and CRM, diagnosing issues and closing them end to end.
- Hold a 100% quality score on audited interactions since joining.
- Work across CRM and ticketing systems and coordinate with customer success and support teams on escalations and handoffs.

Junior Lab Technician | Energon Health, Bengaluru Jun 2025 - Sep 2025

Diagnostics laboratory

- Processed around 150 blood samples a day on the ERBA EM200 biochemistry analyser.
- Processed samples and ran QA for complete blood counts on the HORIBA Yumizen haematology analyser, maintaining result accuracy across daily runs.

Laboratory Intern | Manipal Hospitals (MHEPL), Bengaluru Jul 2024

- Smear preparation and staining; culture inoculation techniques in the microbiology lab.

Summer Intern | Kristu Jayanti University, Bengaluru Jun 2024

- Isolation and culture of unknown bacteria; subculture preparation from the mother culture.

Customer-facing Sales Roles | Bengaluru Part-time

Delhi Hardware Mart (customer interaction and sales support) | MYSTA Perfume Store (weekend sales promoter) | Amazon and Flipkart brand campaigns (brand promotion associate)

- Walk-in and field selling; explained products and pricing, pitched offers, handled repeat customers and sign-ups.

AWARDS

Best Entrepreneurial Award | Kristu Jayanti College 2025

- Awarded in final year for pitching multiple business ideas and setting up and running stalls; won six inter- and intra-departmental contests at the college.
- Ideas pitched included a digital twin for cancer treatment planning and a UVB lamp for indoor vitamin D in spaces that get no sunlight.

SKILLS

Operations: Customer support and success, ticket resolution, escalation handling, quality assurance, laboratory operations and sample handling

Domain: Clinical diagnostics lab workflows (biochemistry, haematology, microbiology); insurance and protection customer operations

Tools: CRM and ticketing systems, Excel, Google Sheets, Notion, AI tools

EDUCATION

BSc Biotechnology & Genetics | Kristu Jayanti College, Bengaluru | CGPA 7.7/10 2025

CERTIFICATIONS AND LANGUAGES

Certification: IRDAI Insurance Advisory

Languages: English, Hindi, Kannada, Urdu