

Arpita Rai

CHIEF OPERATING OFFICER (COO) — KALLORDS

EXECUTIVE PROFILE & VISION

Arpita Rai serves as the **Chief Operating Officer (COO)** at **Kallords**, where she steers organizational strategy, operational execution, and scalable growth initiatives. With a strong executive foundation, she leads cross-functional teams to streamline business processes, optimize service delivery, and enhance operational efficiency.

As COO, Arpita combines strategic foresight with hands-on operational leadership, aligning business technology, talent acquisition, and performance management with long-term enterprise goals.

KEY CORE COMPETENCIES

- **Operational Excellence & Strategy:** Designing end-to-end operational workflows, resource management strategies, and scalable organizational frameworks.
- **Key Account & Client Management:** Nurturing enterprise client relationships, driving retention, and maximizing business development opportunities.
- **Talent Management & HR Leadership:** Strategic recruitment, team structuring, employee engagement, and driving a high-performance culture.
- **Process Optimization & CRM:** Implementing robust CRM systems, workflow automation, and structured performance metrics.

STRATEGIC RESPONSIBILITIES AT KALLORDS

In her executive role as Chief Operating Officer at Kallords, Arpita drives several high-impact mandates:

- **Cross-Departmental Synergy:** Unifying HR, talent acquisition, service delivery, and business development to work toward cohesive corporate objectives.

EXECUTIVE OVERVIEW

CURRENT ROLE

Chief Operating Officer

COMPANY

Kallords

INDUSTRY

Corporate & Executive
Operations

PROFESSIONAL SKILLS

- Operations Management
- Business Development
- Talent Acquisition & Sourcing
- Performance Management
- Strategic Leadership
- Employee Relations

- **Performance & Operations Metrics:** Setting clear key performance indicators (KPIs) across operations to measure productivity, quality, and service level agreements (SLAs).
- **Scalability & Change Management:** Guiding the enterprise through scaling phases, organizational structuring, and process updates.

PROFESSIONAL OVERVIEW & LEADERSHIP HIGHLIGHTS

Focus Area	Strategic Impact & Delivery
Operational Governance	Ensures full compliance, risk mitigation, and continuous quality control across enterprise operations.
Human Resources & Talent	Aligns talent acquisition strategies with executive needs, fostering high retention and employee engagement.
Strategic Growth	Partners with C-suite leadership to identify new growth channels and streamline internal operations.