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â??A generation of strong and powerful women is just what the world needs right nowâ?•

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On Womenâ??s Day, in conversation with Khushboo Sandhu, Customer Experience Manager, Janani



What were the major challenges faced in 2021- on the professional and personal front, and how did you overcome those?

Everyone says that a startup is a full-time commitment, but they don't tell you that you'd be giving up a major chunk of your personal life. Janani started with a dream to build something that changes the landscape of fertility healthcare in India as we know it, so naturally, it was a huge challenge at first. I was in charge of administration, sales, marketing, content - you name it, I've done it. It got difficult to take some time out for myself, to relax or even handle things on the home front. There were days when I'd come home wanting to almost give up, but our dream and our vision kept me going. I knew it was going to be worth it and here we are. I guess when you have a strong motive, no matter how hard the journey gets or how many challenges are thrown at you, nothing in the world can bring you down.

Any take-home message for all women achievers in the life sciences/ healthcare sector?

You're all sheroes, and you're setting a breathtaking example for all the women out there. Even if the odds are stacked against you, keep going. A generation of strong and powerful women is just what the world needs right now. When I joined Janani, I did not know if I had it in me but we're all born with it. So to each one of you who has even the slightest doubt, you're doing great and you will make wonderful things happen.

About Her-

Khushboo is one of Janani's strongest assets. Having studied aviation from the Frankfinn Airhostess Training Institute, Khushboo soon joined the Jet Airways crew. She has also more recently been in charge of the IndiGo Cabin Crew.

Khushboo has always worked closely with customers and been in the customer experience arena for many years. She is a skilled team lead with a focus on Customer Relationship Management (CRM) and Office Administration. Her work has been customer-focused allowing her to adapt to any environment swiftly and efficiently.

When the pandemic hit, the aviation industry was at a stand-still. Nilay and Khushboo ideated Janani during the lockdowns. Though the company is run by Nilay, Khushboo is a driving force behind the operation. An integral part of the customer experience, she ensures our customers are taken care of throughout their journey with Janani.

She is a keen learner and a believer in the fact that one can achieve anything they set their mind to.