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Gaurav Jain steps into COO role at Redcliffe Labs

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Jain brings a strong track record of driving growth, operational excellence



Redcliffe Labs has announced that Gaurav Jain has taken on the role of Chief Operating Officer (COO), marking a key leadership milestone as the company continues to scale its operations and strengthen its technology-led, consumer-first diagnostics ecosystem to make preventive diagnostics more accessible, affordable, accurate, and actionable across India.

Jain's transition reflects a journey defined by consistent execution, cross-functional leadership, and the ability to scale high-impact business functions, underscoring Redcliffe Labs' focus on building leaders from within.

With two decades of experience across pharmaceuticals and diagnostics, Jain brings a strong track record of driving growth, operational excellence, and profitability across business verticals. His leadership has consistently translated into sharper execution, stronger performance, and scalable transformation.

Joining Redcliffe Labs in November 2021 as Senior Vice President & Head of Growth, Jain's journey within the organization reflects a progression built on ownership, scale, and impact.

He began by driving new initiatives and expansion opportunities before taking on the responsibility of building and scaling the home-collection phlebotomy network, significantly strengthening last-mile connectivity and service reach.

As his role evolved, he went on to lead the online business P&L as its Chief Business Officer (CBO), where his focus on execution discipline, cost efficiency, and consumer experience helped turn the vertical into a sustainable and profitable growth engine.

He also played a key role in building AI-powered post-report consultation and personalised diet solutions, advancing the company's Care Beyond Reports philosophy from insights to actions.

In subsequent roles, he integrated logistics with phlebotomy operations to create a unified field services model, improving operational efficiency at scale. He also led supply chain management and lab operations, with a strong focus on turnaround time (TAT), customer experience, cost optimisation, and margin improvement, strengthening service delivery across the network.

Jain will work closely with Dr Sonal Saxena and Dr Gurpreet Kaur Malik to further strengthen clinical excellence across Lab Operations driving diagnostic accuracy, standardisation, and ensuring that our scale continues to be anchored in top notch quality.