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MediBuddy appoints industry veteran Shalabh Shrivastava as Head of Operations

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Shrivastava brings over two decades of experience scaling high-volume operations across Swiggy, Flipkart and Reliance Retail



Bengaluru-based digital healthcare platform MediBuddy has announced the appointment of Shalabh Shrivastava as Head of Operations. The appointment strengthens the company's leadership as it scales its healthcare offerings across enterprises, insurers and consumers.

Shrivastava brings more than two decades of experience building and scaling high-volume operations across consumer technology, e-commerce, retail and consulting. Most recently, he led product, design and operations for Swiggy's driver organisation, supporting one of India's largest hyperlocal delivery networks.

At MediBuddy, he will focus on strengthening the systems and processes that support the company's growing healthcare network, with an emphasis on building more effective operations, technology-led automation and the execution capabilities needed to scale.

His appointment comes as MediBuddy enters a new phase of growth. The company reported its first EBITDA-positive quarter in Q4 FY26, with an annual revenue run rate exceeding Rs 1,500 crore. Online consultations also grew by more than 90% year-on-year during the quarter.

Before Swiggy, he spent more than a decade at Flipkart, holding leadership roles across first-mile, last-mile and third-party logistics before becoming VP & National Head of Large & Furniture Supply Chain. During his tenure at Flipkart, he led 10X-scale transformation initiatives across the company's small-parcel last-mile network and end-to-end volumetric supply chain. Earlier in his career, Shrivastava held roles at Reliance Retail, Cognizant and Ernst & Young, building experience across retail, consulting and investment banking.

At Reliance Retail, he worked across loyalty, analytics and CRM, adding a customer and data-led dimension to his operational experience. Across these roles, Shrivastava has focused on a common challenge: building operating systems that can keep pace as businesses move from early scale to high-volume execution, while balancing efficiency, reliability and customer experience.