

City Launch Operations | Category Management | Vendor Management | Supply Chain | Delivery Operations First Mile and Last Mile | Procurement | Payroll and Incentive Planning | Warehouse Operations |

Work Experience

Manager Operations

Feb 2019 - Present

SuprDaily (Supr Infotech Solutions Pvt Ltd)

Operations:

- Handled a very large fleet of Delivery Executives across areas through a team of Managers and Team Leads (TLs) and maintained an efficient and healthy work environment
- Managed the on boarding and training activities for TLs and Delivery Executives and ensured that they follow the required guidelines while performing different tasks
- Monitored the performance metrics of different reporting teams and take necessary actions to improve the same
- Executing plans for ensuring the availability of adequate fleet and/or building the fleet and infrastructure to meet the Supply demand
- Strategize and Executed central initiatives as well as contributed ideas for effectively scaling up the operations in the city
- Exploring opportunities for reducing the overall Cost Per Delivery
- Special Projects such as launching new Hubs, Warehouse, UE(Unit Economics), New 1 Orders
- Provide insights and worked with Data Analytics & Tech team in building dashboards (Dashboard improvement, Add ins, new dashboard creation)
- Upskilled the employees in all functionalities to cut down the excess manpower and overtimes
- Closely worked on Customer complaints, Quality constraints, Drop offs to promote companies NPS
- Created supply chain management strategies that increase efficiency, accuracy, and optimize cost.

Vendor Management:

- Successfully onboarded more than 60 vendors including Grocery, Daily Essentials, FnV in the initial ramp up phase
- Owned procurement plan/projections - Vendor alignment, volume projections, seasonality.
- Performed bimonthly meetings/vendor site visit to improve efficiency on Packing, Cost optimization, Quality analysis, introducing New SKUs KT
- Introduced RTV system to overcome the wastage/near to expire stock
- Took up the initiative of liquidation project and saved around 20 Lakhs+
- Handling exceptions related to process, vendor queries and analyze parked documents.

Finance management:

- Core responsible for Accounts payable, enabling invoice processing and review
- Validating and approving payments/WH billing Claims taking accountability for the actions undertaken
- Reconciling PO vs billing quantity/amount to avoid revenue leakage
- Involved in personnel (Sorters) payroll processing
- Preparing and performing cost optimization, budget plans for new deployments and pre planned programs

Business Scale up:

- Launched Grocery operations and scaled up to 0 to 1.
- Liaise with the Sourcing and Buy team to ensure production and proper product portfolio availability in the platform
- Involved in warehouse deployment and build catalog platform
- Worked on Demand & Supply Planning for fast pace growth and multi-layered operations
- Build strategies for effective sales growth such as introducing Combo (Grocery + DE), Pushing offers on near to expire stock
- Introduced cross functionality program to ensure every team get proper KT on all the responsibilities
- Collaborate with other departments to identify vulnerabilities and close operational gaps
- Lead/strategies, communications, and negotiations with external suppliers
- Leading the team-ensure the KRAs of the team members are met and assist/ train them in achieving the same.

WH Operations:

- Suggested Warehouse operations objectives by presetting warehouse metrics/Score cards to Inward, Inventory, Operations teams
- Focused on business metric trends and created effective action plans to achieve the SLAs
- Driven Quality, Efficiency, Employee utilization and Conducted the calibration activity across Inward-Ops-Inventory Audit team to find out the RCA for variance and cleared the process flow gap
- Build the SKU journey project to ensure end to end satisfactory delivery in all edges
- Brought down the WH variance from 5% to 0.10 % in span of 7 days and taking appropriate actions for maintaining and further reducing the same
- Created business back up plans/resources to ensure hassle free flow
- Played a crucial role in WH transition (SKU moment)

Partner Manager

Jul 2017 – Feb 2019

StanPlus Technologies Pvt Ltd

- Responsible to lead, Build and scaling the Fleet operations and the business over Telangana & AP.
- Launching and managing the business in Tier cities.
- Building supply for StanPlus through funnel management.
- Responsible for training and On-boarding of partners on the StanPlus platform.
- Drives the projects on process improvements, process excellence and operations development.
- Developed SLAs, SOPs and matrices in line with Operations metrics and monitoring the closure of the same.
- Focal point between different teams to drive smooth operations i.e. Sales, Tech, L1 and L2.
- Responsible for communicating with Stanplus and its driver community to keep them informed of the company's development, supply positioning and training.
- Solving partners quires regarding account configuration and payment issues.
- Revenue collections and managing all operations
- Partner and QC Application launch and made Partners use application.
- Responsible for fraud control within the city and quality assurance by the drivers to the patients.

Sr Executive-Supply & Operations

Apr 2015 - Jul 2017

Housejoy (Sarvaloka Services On Call Pvt Ltd)

- Had to identify, connect, evaluate, acquire, and maintain fleet of Experts
- Always ensured proper supply to meet the demand
- Mobilization, on boarding & giving training to Technicians/Vendors
- Finding and on boarding potential vendors in different categories to procure the right demand and deliver it within TAT without hampering the service operations
- Developed and implemented the strategic plan for increasing/managing supply in alignment with the business plans
- Designed and implemented CRM/incentive programs for Experts Worked with multiple internal teams to organize Vendor APP Training which allowed customers to track the vendor's location on real time basis, hence boosted the end user experience.
- Schedule services as per customer contracts/preferences.
- Doing RCA for customer complaints to resolve them permanently
- Improved the overall rating for Hyderabad; Improved NPS scores
- Handling and managing the Experts grievances and ensuring amicable and efficient resolution of any differences.

Store/Sales Manager

Apr 2012 - Apr 2015

Coromandel International Limited

- Independently handled the assigned territory/retail outlet, scaling it up to the level of a profit
- Actively involved in procurement, planning and logistics management
- Executed product launches at regional level
- Carried out product trails of newly launched products in terms of customer acceptance, regional specific product fitment etc.
- Gathered data from the market, prepare and forward real-time reports in terms of farmer needs for crop enhancement and plant protection solutions and assist product management team is designing product positioning strategy accordingly
- Identified new and untapped geographies within the region in terms of crops in production and identify and generate reports in terms of our product fitment in those new areas.

- Strategize, rollout and pushed our brands into newly identified areas.
- Market intelligence & competitor activity analysis.
- Responsible for daily Sales activities and payment collections
- Branded and executed market [Product] branding plans at all marketing levels in competition with other market players
- Planning of store visual displays, Inventory management & Stock replenishment
- Sustaining hygienic and professional relationship with the trade partners
- Received appreciation by Chairman and peers for generating 85% more revenue than earlier due to my advertising and PR campaigns, as well as Sale Events and generating better sales.

Channel Sales Officer
Keeline Appliances Pvt Ltd

Jul 2011 - Mar 2012

Works Includes:

- Sales and Business Development
- Sales Closing and Negotiations
- Promotions/Marketing
- Brand Management
- Total client satisfaction

Roles & Responsibilities:

- Drive volumes for all products in the allocated territory.
- Monitor the stocks availability at dealer/distribution point.
- Verify & Ensure timely submission of all dealer claims.

Education

BANGALORE SCHOOL OF BUSINESS

2010 - 2012

Master of Business Administration (MBA), MARKETING & RETAIL MANAGEMENT

VIDYA BHARATHI INSTITUTE OF TECHNOLOGY

2005 - 2009

B.Tech, ELECTRONICS AND COMMUNICATION ENGINEERING.