**CURRICULUM – VITAE**

**Profile Summary**

Assistant Manager – Logistics Operations with 8**+**years of experience in diverse E-commerce businesses including Milk, Grocery, F&V, Hyperlocal food delivery, (Furniture, Electronic appliances & Bike rentals) and housing business.

**Core Skills**

First mile & Last mile logistics management, Warehouse management, Operations Excellence, Inventory management, Repair and maintenance management, Stock audit, Quality inspection, Customer experience.

**Work Experience**

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| **Aaidea Solutions Private Limited (Milkbasket.com) as an Assistant Manager**  **Order’s Processing & Last Mile Delivery Operations**  **June 2019 – Present** |
| **Role:**   * Leading a multiple layered team of 80+ members consisting of TL’s, Supervisors and DE’s. * Managed end to end pick / pack process and Last mile delivery operations for 18 clusters in city. * Trained staff on material handling processes to reduce damages. * Forecasted manpower requirements based on daily workload and company targets. * Handling the manpower vendors for recruitment and training of blue color staff. * Optimized efficiencies to lower operational costs. * Successfully brought down the errors and refund percentage from 3.5% to 0.5%, and CPD from 40 INR to below 15 INR in Hyderabad over 6 months. * Led warehouse improvement initiatives to advance operational efficiencies. * Monitored warehouse costs and reduced expenses when possible. * Applied Kaizen and small-time projects and Achieved a 100% on-time shipment rate. * Handled customer information management system to ensure all customer queries are answered in strict timelines. * Enforced the on-time shipment of products to create exceptional customer experiences. * Worked in coordination with Inventory team, category team, customer support and procurement team together for better results and the satisfaction of end users.  |  | | --- | | **63Ideas Infolabs Pvt. Ltd. (Ninjacart.com) as an Area Operations Manager**  **Collection Centers & Logistics Operations**  **February 2019 – May 2019** | | **Role:**   * Handling the team of 50+ members consisting of executives and blue-collar staff * Managing end to end collection center operations and first mile logistics operations. * Training the executive's and blue-collar staff about the process and quality parameters for fruits and vegetables. * Handling the asset audits on daily basis, GRN and transportation of stock to fulfillment center. * Planning the future date operations based on procurement planned and executing the operations with no errors. * Strictly maintaining the quality parameters as per the company norms. * Keeping the senior managers updated about the daily productivity of executives. | |

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| **Edunetwork India Pvt. Ltd. (Rentomojo.com) as a Senior Executive**  **Warehouse & Logistics Operations**  **October 2016 - February 2019** |
| **Role:**   * Managed the team of 30+ members including white color and blue color staff. * Handled end to end warehouse and logistics operations. * Implemented core 5S principles to increase warehouse efficiency. * Conducted interviews and trained the manpower on the delivery process and warehouse operations. * Maintained all type of stock transactions in ERP tool with 100% accuracy. * Conducted inventory audits with 100% accuracy following company procedures. * Onboarded local vendors for repairs of furniture, electronic appliances, and bikes. * Handled end to end Last Mile Operations & customer escalation. * Established long-term customer relationships through prompt and courteous service. * Prepared the route plan for smooth execution and on time deliveries to the customer. * Updating and sharing the daily productivity report of the delivery process in dashboard and keeping the senior managers informed about the assigned tasks issues and status. |

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| **Cart Hero Technologies Pvt. Ltd. (runnr.in), Bengaluru as a Senior Executive**  **Demand & Supply Fleet Management**  **November 2015 - September 2016** |
| **Role:**   * Scaled up Top of Funnel for Driver Sourcing through networking and social media and managed a fleet of over 500+ drivers for Bangalore. * Responsible for Planning, Process setup, Implementation of In-app Driver Support Tickets and reduced the overall SLA by 71%. * On-boarded Drivers using various recruitment channels and augmenting Supply growth * Monitoring & reviewing the data to measure the performance of Drivers. * Tracking and Processing the weekly payout of Drivers based on orders accomplished successfully. |

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| **Locon Solution Private Limited** (**Housing.com), Navi Mumbai as a Data Quality Analyst**  **Rent/Buy/Land Projects**  **August 2013 - November 2015** |
| **Role:**   * Worked in the Data Quality Team - Operations Department * Worked on Rent/Buy/Land module doing thorough Quality Check and rectifying errors. * Uploading meticulous and accurate content and entering data pertaining to the work using several web interfaces. * Giving feedback to Data Collection team and getting the right work done. * Planned and achieved individual as well as team targets. * Coordinating with different teams to ensure hassle free work. * Making sure all hindrances and issues are resolved within and outside the teams. * Solving issues on the client side and helping them build a relation with the company. |
| **Tata Consultancy Services (CMC Ltd.), Thane as a Customer Service Executive**  **Passport Seva Project**  **August 2012 - July 2013** |
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| **Role:**   * Processing the passport application of citizens. * Verifying the required documents and uploading the data in the admin panel server. * Creating and managing the file of everyone applying for the passport. Capturing the biometrics and image of the applicants for records. * Managing the people on floor came for passport and solving their queries and complaints. * Creating the report of applications processed daily and informing the senior about the daily productivity. |

**Area of Interest**

Operations management, Supply chain and Logistics management, Data Analysis and Interpretation, Research and Development.

**Educational background**

* Bachelor of Arts (Political Science) from Mumbai university in 2012.
* Pursuing distance MBA in Operations from GITAM University.

**IT Skills**

**Software:** Microsoft Office (Word, Excel, Power Point, Access).

Working with formulas VLOOKUP and HLOOKUP.

Creating Dashboard, Charts, Graphs and Reports in Excel.

Workflow presentation in PowerPoint.

**Web:** Internet browsing, Mail drafting, Google drive, One drive.

Sound knowledge of Search Engines, Google Spreadsheets, Google Docs and Google Slides.

**Soft Skills**

Communicator, Thinker, Innovative, Collaborative and Team Player.

**Personal details**

**Date of Birth:** 04th Feb 1988.

**Marital Status:** Married.

**Languages Known:** Telugu, English, Hindi and Marathi.

**Present Address:** Plot #20, Ground floor, Jayalaxmi Nagar, Phase II, Beeramguda, RC Puram Mandal, Hyderabad 502032.

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Date:

Place:

**(NARENDRA JILKAR)**