# Jubin Thomas Kuriakose

Hyderabad, India — kjubinthomas@gmail.com — +91-7013017059 — LinkedIn

## PROFILE

Business Operations and Strategy professional with experience managing control-tower operations for a nationwide e-commerce logistics network. Strong background in real-time performance monitoring, cross-functional execution, and data-backed decision making at scale. Comfortable operating in ambiguous, high-ownership environments and partnering with product, planning, and leadership teams on system-level problem solving.

## EXPERIENCE

**Assistant Manager – Operations**, Shadowfax Technologies Ltd.      Feb 2024 – Aug 2025

- Managed network performance KPIs with a throughput of **40 lakh+ shipments** across **18,000+ pin codes** and **3,000+ hubs** in the National Control Tower
- Coordinated with cross-functional teams that span loss, planning, product, HR, CT and IT; ensuring accountability and coordination that **reduced decision to action delays by 50%**
- Reported regularly on network health, risks, and recovery actions to senior leadership, prioritized recovery actions, and resolved real-time bottlenecks affecting movement on a 24×7 basis.
- Built operating dashboards and automated trackers to improve visibility and decision latency, contributing to a **7% improvement in network speed** and an approximate **3% reduction in ZA-RTO impact**.
- Scaled Reverse logistics operations to handle **1L+ Shipments** from Dispatch Center as an intern

## INTERNSHIPS

**Data & Operations Intern,** Friend In Need Trust India      May 2023 – Jun 2023

- Supported a CSR sanitation and public-utilities initiative through field research, data compilation, stakeholder coordination, and progress reporting aligned with SDG objectives
- Launched *People of Kameswaram*, a community storytelling series documenting local governance and grassroots initiatives through interviews and blogs increasing community engagement by 15%

**Infocom Intern,** Oil and Natural Gas Corporation (ONGC)      Dec 2022 – Jan 2023

- Assisted with documentation, process mapping, and analysis of IT and communication workflows within operational units

## EDUCATION

**National Institute of Technology Puducherry**      2020 – 2024
B.Tech in ECE — CGPA: 7.51/10
**Kendriya Vidyalaya**      2020
Class XII — Percentage: 90.60%
**Kendriya Vidyalaya**      2018
Class X — Percentage: 90.00%

## LEADERSHIP & ACTIVITIES

Joint Secretary, College Student Body; initiated and scaled coding, robotics, and language clubs and the ECE Student Chapter. Event Head for the annual college cultural festival, leading end-to-end fundraising, marketing, logistics, and execution. Initiated and scaled an educational outreach program for school students. Active participant in community programs and regular fitness practitioner.

## SKILLS & CERTIFICATIONS

**Operations & Strategy:** Control Tower Operations, Middle-mile & Last-mile, SLA Management, Network Performance, Exception Handling
**Program & Execution:** Program Management, Cross-functional Coordination, Stakeholder Management, Issue Prioritization
**Analytics & Tools:** Excel (Advanced), Google Sheets, SQL (Intermediate), Dashboards & BI (Power BI, Zoho Analytics), Project & Collaboration (Jira, Confluence, Notion)
**Certifications:** Google Project Management Professional Certificate; Google Data Analytics Professional Certificate
**Languages:** English, Hindi, Malayalam, Tamil, Telugu, Kannada