

Chinthala Sathish



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Career Objective

Strive to contribute and collaborate to innovation that can streamline the existing Systems, Processes that will make a positive impact to the organization while I grow.

Core Competencies

- Operations Management
- Team Management
- Client Relation Management
- Logistics Management
- Service Delivery Management
- Effective Communication Skills
- Drive Results
- Team Player
- Last mile operations
- Blue collar

Executive Summary

Total of 5.2 years' experience.

Customer Service Skills

- Establishing and maintaining positive customer relationships.
- Able to handle complaints, aggressive customers, and difficult situations. Visiting important clients to maintain good relations.
- Ability to lead and motivate.
- Able to adapt tone, language, and style for different customers and situations. Delegating work according to an employee's abilities and skills

Work Experience

Organization: Euler Motors Pvt Ltd

Role: Hub manager

Duration: July 2022- Sep 2022

Responsibilities:

- Taking care of end to end hub ops
- Startup operations
- Last mile ops
- EV vehicle checking & maintenance
- Client handling

- Blue collar handling

Organization: Zomato media Pvt Ltd

Role: Fleet manager

Duration: Aug 2021- Jun 2022

Responsibilities:

- Handling a team of 300 Delivery boys
- Handling Last-mile Delivery Operations
- Handling 4 locations in Hyderabad
- Training team members on achieving targets and developing skills that drive results.

Organization: Wicked Ride Adventures Pvt.Ltd (Bounce)

Role: Team Lead Operations

Duration: Aug 2019-Feb 2021 (1.6 Year) Responsibilities:

- Handling a team of 120 people includes preparing weekly rosters, leading staff evaluations,
- Handling Last-mile Delivery Operations
- Looking after maintenance, inspection ,fuel checking , and service related things
- Handling Hyderabad Truck operations – Route planning of all trucks based on the tasks.
- Training team members on achieving goals and developing skills that drive results.
- Identifying team member's strengths and weaknesses to coach to overcome the weaknesses.
- Responsible for Process set-up and planning for various tasks
- Undertaking cost optimization and process improvement initiatives.

Organization: True Value Marketing Services Pvt.Ltd (TVM)

Role: Customer Relationship Executive

Duration: Feb 2018-July 2019 (1.6 Years)

Responsibilities:

- To run the day-to-day operations smoothly taking care of Telangana state client operations. Handled 75+ clients Handled logistics management.
- Responding to handle service inquiries, problem resolution, and retaining accounts, process improvements
- Establish the service infra in the designated area of operation as per service HO Resolve any escalated customer complaints and ensure performance against norms in charge of assigning responsibilities, investing, and evaluating complaints
- Responsible for the expenses/income of service operations, analyze costs/expenses of store service and ensure improvement with respect to management direction.
- Partner with the sales team at the branch level for demos planning..

Organization: Mountain Trail Foods Pvt.Ltd

Role: Operations Executive

Duration: Feb 2017-Feb 2018 (1 Year)

Responsibilities:

- Handled day to day operations in ADP Handled demo's

- Manpower allotment
- Handled sales as well as operations

Project: Covid bike recall

Education Summary

- Graduation from Dr. B R. Ambedkar Open University, Distance learning 2018-2021
- Post Graduate Diploma in Hotel Management (PGDHM) 2016-2017 from ISSTA International College of Hotel Management – Hanamkonda, Warangal
- Higher Secondary (Intermediate) in Biological Science in 2014-2016 from Vikas Junior College, Mahabubabad
- Matriculation (Secondary Board) in 2013-2014 from Holy Words High School, Mahabubabad

Technical skills

- Microsoft Office (Word, Excel, PPT)
- Virtual learning sessions tools: Zoom, Google Meet

Personal Details

- **Father's Name** - Mr. Guttaiah
- Date of Birth - 25/10/1998
- Gender - Male
- Marital Status - Single
- Nationality - Indian
- Languages Known - English, Telugu & Hindi
- Hobbies – Preaching gospel & Praying
- Address - H.No. 145, Bahadurpally, Hyderabad - 500043

Declaration

I hereby declare that the above-furnished information is accurate and correct to the best of my knowledge.

(CHINTHALA SATHISH)