

Pamela De

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OBJECTIVE

A SCM professional expertise in e-commerce background with hands-on skills on lean management & Six sigma tools, has scaled up the inventory capacity by 67% within an annual year. I efficiently handled a team of 300 employees and contributed on the loss & the prevention strategy in right utilization of inventory storage.

EXPERIENCE

Senior Executive, Instakart Pvt Ltd. (Flipkart & Myntra) (04/2021 – Present)

Major KPIs:

- Inventory Management
- Space Management
- Cost Optimization
- Productivity Improvement
- Loss Management
- Stakeholder Management
- Quality Management
- Safety

Responsibilities of mine in existing company:

- 1) Daily metrics deep drive, sharing RCA for non-attainment and hourly reports.
- 2) Driving Quality metrics for better customer satisfaction.
- 3) Data management and TMS.
- 4) Collaboration with external and internal stakeholder management to identify the vulnerabilities & operational gaps.
- 5) Maintenance of daily stock in and stock out.
- 6) Process improvement through lean six Sigma and kaizens that increases efficiency & speed.
- 7) Manpower skills improvement by learning and development program.
- 8) Handling orphan and return stock.
- 9) Coordination with central catalogue team for catalogue correction.
- 10) Developing & teaching new safety guidelines & protocols to team.
- 11) Taking initiatives to reconcile business losses.

INTERNSHIP

Summer Intern, Farmveda (06/2019 – 07/2019)

- **Cost Optimization Project**

Problem: Transportation & distribution costs was more than actual product cost which was resulting in higher MRP at online platforms & loss of targeted customers.

Improvement: Cost Optimized by 10% by channeling new distributors.

INTERNAL PROJECTS

- **Lean Six Sigma Project on Productivity**

Problem: Delay in inventorization which led to less customer reservation of products.

Improvement: Space Optimized by 14% at 2 times speed, productivity enhanced by 12% & cost saved by 10 lakhs p.a. (Approx).

- **Lean Project on Reduction of Order Cancellation**

Problem: Cancellation of orders by 2% (*of sales*) affecting CPU that incurs business loss.

Improvement: Order cancellation reduced to 1.6% (*of sales*), Improved productivity by 30% & realized hard savings of 1.8 crore p.a. (Approx).

- **Inter Department improvement of Cross functional skills of employees (*Improvement phase*)**

Problem: Underutilization of manpower due to unskilled/semi-skilled in other functions.

EDUCATION

M.B.A. (Transportation & Logistics) | Graduation Year (2020) | Indian Institute of Business Management | Calcutta

M.Com (Accounting & Finance) | Graduation Year (2018) | Calcutta University | Calcutta

B. Com (Accountancy) | Graduation Year (2016) | Calcutta University | Calcutta

Higher Secondary (Commerce) | Graduation Year (2013) | D.A.V. Public School | Durgapur, West Bengal

Secondary Education | Graduation Year (2011) | | D.A.V. Public School | Nimcha , West Bengal