

## **M. Roopini**

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### **CAREER OBJECTIVE**

To obtain a position in an organization where hard work will be rewarded and career advancement will always be an opportunity.

### **PROFESSIONAL EXPERIENCE**

- ❖ Think & Learn Pvt Ltd (Byju's The Learning App), Bangalore  
Team Leader/Senior operations/Logistics Executive/Supply Chain /Support role  
August 2016 to August 2022

### **AREAS OF EXPERTISE**

- Team Handling – Logistics
- Shipping/Receiving (domestic & international)
- Handling 3PL partners
- Vendor Management
- Warehouse Logistics and equipment experience
- Inventory control
- Escalation management
- Customer service
- Good knowledge in Microsoft Excel, Word and Powerpoint
- Basics in lead square

### **PROFESSIONAL PROFILE**

- Strategically plan, manage logistics activities and related systems information in a distribution environment.
- Optimize and coordinate with various teams, such as sales, accounts, inventory, production and dispatch team.
- Good experience in resolving issues through tickets and provided support to clients on 24\*7 basis.
- Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency.
- Highly experienced in Operations Management and Skilled at handling, managing and resolving Customer queries & escalations.
- Verify orders, catalog goods, plan routes and process shipments.
- Resolve any arising problems or complaints.
- Supervise, coach and train logistic users & new employees.
- Meet cost, productivity, accuracy and timeliness targets.
- Maintain metrics and analyze data to assess performance and implement improvements.
- Skilled at handling, managing and resolving B2B, B2C queries & escalations.
- Worked in all teams such as Production, shipment, Dispatch, Courier handling (3PL) within a period of 2 years.
- Was promoted as Senior Executive within 2 years.
- Currently a Team Leader, Handling Team – Supply Chain- Logistics.

## **EDUCATION**

Bachelors in Engineering (CSE) in 2016 from JNTUA

## **PERSONALITY TRAITS**

- A logical and systematic approach to work.
- Good time management ability.
- The ability to solve problems and make decisions, as well as think laterally and offer creative solutions, commercial awareness and numeracy skills.
- The ability to manage and adapt to change.
- Strong interpersonal skills and the ability to work well as part of a team, as well as manage people.
- Excellent communication skills, both oral and written.
- Negotiation and analytical skills.
- A positive attitude to continued learning.
- A good team player.
- A fast learner, self-motivated, goal oriented and able to work under pressure.

## **PERSONAL DETAILS**

D.O.B - 4<sup>th</sup> February 1996

Father's name – M Rama Murthy

Mother's name – M Swarna Kumari

Marital status -Single

Gender -Female

Nationality -Indian

Languages-English, Hindi,& Telugu

I hereby declare that all the statements made above are correct to the best of my knowledge and belief.

Date:

Place: Bangalore

M Roopini