

DIVYANSH AHUJA

Supply Chain Operations Manager



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Results-driven Supply Chain Operations Manager with 10 years of experience in supply chain management, logistics, and customer service. Proven track record in driving operational excellence, automating processes, and fostering cross-functional collaboration. Skilled in leading cross-functional teams, executing strategic initiatives, and consistently achieving impactful results in fast-paced environments. Proficient in stakeholder management, developing automation tools, and mentoring teams to deliver measurable outcomes that lead to substantial cost savings and operational enhancements.



Skills

- ◆ Product Management
- ◆ Project Management
- ◆ Operations Management
- ◆ Process Improvement
- ◆ AI-Driven Process Optimization
- ◆ Automation (Tampermonkey, Macros)
- ◆ Data Analysis & Reporting (QuickSight, Excel, SQL)
- ◆ Supply Chain Operations and Management
- ◆ Logistics Management
- ◆ Sourcing and Procurement
- ◆ Capacity Planning
- ◆ Fleet Management
- ◆ Stakeholder Management
- ◆ Change Management
- ◆ Problem Solving & RCA
- ◆ Cross-Functional Collaboration
- ◆ Escalation Handling



Work History

Sep 2021 - **Supply Chain Operations Manager**

Current

Amazon

- Developed and implemented Java-based Amazon ROC HawkEye Tampermonkey script to automate case management across platforms, reducing manual efforts by 90% and achieving significant time savings.
- Created a Macros-based Excel report for utilization monitoring, reducing report generation time by 80%.
- Spearheaded AI-driven scheduling optimization projects, reducing transit time and ensuring SLA adherence.
- Managed a primary team of 20+ and a secondary team of 150+, driving operational efficiency through innovative solutions.
- Collaborated with cross-functional teams across Europe and North America to implement cost-reduction initiatives, leading to measurable savings.
- Delivered strategic reports using SQL and data visualization tools, providing actionable insights for stakeholders.

Sep 2015 - **Assistant Manager - Operations**

Sep 2021

IEnergizer

- Led the successful launch of multiple projects including High-Risk Fraud and Credit Protection, achieving 99% quality and 100% customer satisfaction.
- Managed high-severity escalation cases and collaborated with stakeholders for effective resolution.
- Developed training programs for new hires and established SOPs to ensure consistent performance.
- Coordinated with BI and MIS teams to produce detailed reports for management and stakeholders.



Education

2017

Bachelor of Engineering: Mechanical Engineering

RTM Nagpur University - Nagpur, India



Accomplishments

- **Manager of the Quarter, Amazon** - Awarded Manager of the Quarter for Q1, 2025 in May 2025 during the Quarterly Townhall Meet for driving key process enhancements, including the successful launch of the Hawkeye visibility tool and the expansion of Commercial Carrier lane automation to CORR and Gateway-to-SC lanes. These initiatives significantly improved operational efficiency and contributed to measurable headcount savings across the network.
- **Manager of the Quarter, Amazon** - Awarded Manager of the Quarter for Q1, 2024 in May 2024 during Quarterly Townhall Meet for leading AI-driven cost and disruption

reduction initiatives, saving ad hoc costs by €1.8M across the European Network, achieving measurable cost savings and operational efficiencies.

- **Global Supervisor of the Year, IEnnergizer** - Recognized as the Global Supervisor of the Year 2020 in March 2021 by Credit One Bank for driving outstanding performance from aligned team throughout pandemic impacted year globally



Projects Handled

QuickSight Dashboard Development

- Designed and implemented multiple centralized QuickSight dashboards, optimizing data extraction processes and achieving a 95% reduction in manual effort.

Cost Aware Reactive Scheduling

- Implemented AI-driven cost reduction in the European Middle Mile Transportation Network, optimizing surface transportation.

Amazon ROC HawkEye Automation

- Automated case management using Tampermonkey, reducing manual errors and delays by 90%.

Utilization Dashboard

- Developed a Macros-based Excel report for real-time utilization monitoring, cutting report generation time by 80%.

Commercial Carrier Cancellation Automation

- Automated 95% of carrier cancellations using a custom script, reducing manual effort and turnaround time

Cost and Disruption Reduction

- Conducted root cause analysis to reduce operational disruptions and collaborated with stakeholders for successful corrective actions.

Employee Management System

- Implemented a standardized employee performance tracking system (EMS) that reduced evaluation inconsistencies by 30% through categorized behavioral/operational metrics and real-time dashboards.



Awards

- **Manager of the Month - Amazon** - Jun '25, Jan '25, Dec '24, Sep '24, Mar '24, Jan '23
- **Team Supervisor of the Month - IEnnergizer** - Aug '19, May '18
- **Quality Champion of the Year - IEnnergizer** - 2016



Training And Certificates

- **AutoCAD**, CETPA Infotech Private Limited, Noida, India, Dec '13
- **Production and Bottling**, Radico Khaitan Limited, Rampur, India, June '14
- **Assembly Line**, International Tractors Limited, Hoshiarpur, India, June '15