

Sonu Kumar

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Operations & Supply Chain professional with 5+ years of experience across Retail Operations, SCM, Production, E-commerce & Logistics. Strong hands-on expertise in inventory management, GRN, vendor coordination, returns operations, shop-floor supervision, and process improvement. Proven ability to manage teams, maintain SLA & quality, and optimize operational efficiency in high-pressure environments. Seeking Retail / SCM / Operations Executive-Managerial roles.

Willing to relocate to: Noida, Uttar Pradesh - Delhi Sadar Bazar, Delhi, Delhi - Gurugram, Haryana

Personal Details

Date of Birth: 1998-01-02

Eligible to work in: India

Highest Career Level: 5+ years experience

Industry: Business Operations, Customer Service, Logistic Support, Management, Production & Manufacturing, Retail, Transportation Services

Total years of experience: 6

Work Experience

Return Operations Management

Tech Mahindra-Uttar Pradesh

Full-time

March 2023 to December 2025 • Full-time

- Managed end-to-end return operations for Flipkart vendor inventory.
- Conducted quality checks, damage classification, catalog correction, and disposition of returned goods.
- Coordinated pickup schedules with logistics partners ensuring SLA adherence.
- Maintained accurate inventory records, daily GRN, stock reconciliation, and reporting.
- Supported retail demand planning through sales vs inventory analysis.
- Acted as Subject Matter Expert (SME) for process improvement and team support.
- Handled customer & operational escalations via calls, emails, and digital platforms.
- Ensured quality, productivity, and compliance in high-volume operations.

Production Manager

R.N. INDUSTRIES-Uttar Pradesh

Full-time

October 2019 to February 2023 • Full-time

- Managed end-to-end fabrication and production of prefabricated containers, mobile bio-toilets, and PUF panel structures.
- Executed fabrication and installation work strictly as per engineering drawings, layouts, and technical specifications.

- Supervised and coordinated carpenters, painters, electricians, and plumbers to ensure accurate execution of work.
- Ensured quality control, safety compliance, and timely completion of fabrication activities.
- Coordinated with vendors and contractors for material availability and smooth workflow.
- Monitored daily progress and resolved on-site operational issues to meet production targets.
- Managed end-to-end production operations and daily output targets.
- Supervised shop-floor workforce, shift planning, and task allocation.
- Implemented SOPs, safety norms, and quality checks to improve efficiency.
- Coordinated with procurement & dispatch teams to avoid material shortages and delivery delays.
- Prepared production reports and performance updates for management.
- Preparation of production planning, execution and assign thr task

Station support associate

Amazon Transportation Services Pvt. Ltd.-Delhi, Delhi

Full-time

July 2016 to March 2017 • Full-time

- Executed last-mile delivery operations and route coordination.
- Managed RTO (Return to Origin) processes and daily operational reporting.
- Coordinated with delivery teams to resolve operational issues.
- Ensured compliance with Amazon safety & quality SOPs.

Education

Commerce (B.Com)

University of Delhi-110007

Correspondence/distance learning | June 2016 to July 2019

Scored: 6.6

12th Pass

Sant Nirankari Senior Secondary School, Paharganj, Delhi-Delhi, Delhi

CBSE | English medium

Passing year: 2016

10th Pass

Govt boys senior secondary school, Dallupura Delhi-Delhi, Delhi

CBSE | English medium

Passing year: 2014

Skills / IT Skills

- Microsoft Excel
- Retail Operations
- Production management
- Production Planning & Control
- Customer support
- Returns & Reverse Logistics

- Purchasing
- Supply chain
- ERP systems
- Communication skills
- Inventory management
- Team Handling & Coordination
- Vendor Coordination
- Customer service
- Order fulfillment
- MS Excel (Reports, Tracking)
- GRN & Stock Reconciliation
- Computer skills
- Leadership

Languages

- English
- Hindi