

# Manoj SP

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## SUMMARY

Dynamic and detail-oriented Supply Chain and Logistics professional with extensive experience in warehouse management, outbound logistics, and process optimization at Amazon. Proven ability to lead teams, enhance operational efficiency, and drive continuous improvement using Lean Six Sigma methodologies. Seeking opportunities in global supply chain operations, with a focus on warehouse management and logistics.

## EDUCATION

**MSc in Supply Chain Management and Logistics** | Leeds Beckett University, UK | Sep 2021 - Sep 2022 | Merit

- **Modules:** Logistics & Supply Chain Analysis using SAP, Sourcing & Supplier Management, Green SCM, Corporate Strategy, Risk Management, Business Operations
- **Dissertation:** Barriers to Green Supply Chain Management in the Auto Sector in India

**Bachelor's in Mechanical Engineering** | Ramaiah University of Applied Sciences, India | Aug 2017 - Nov 2020 | Merit

## WORK EXPERIENCE

**Lead Problem Solver & Proxy Team Lead** | Amazon DSA6, AFE Department | Leeds | May 2023– Present

- Supervise a team of 10 Problem Solvers and 40+ associates, managing daily operations and outbound logistics, processing 295k-374k units per shift with a 95%+ on-time dispatch rate.
- Conduct daily briefings on safety protocols, mental well-being, 5S practices and quality standards to enhance efficiency.
- Generate reports on shipment discrepancies and bottlenecks, working with shift managers to implement proactive problem-solving strategies.
- Led the rebuilding of the Problem-Solving team during peak season, developing a structured training program that empowered the team to manage high-volume periods like the Christmas rush.
- Reduced DPMO from 37,500 to 28,000 within eight weeks by utilizing tools like ATLAS, Kiban, and the PPR Process Path Roadmap, driving operational performance and quality improvements.

## EXTRACURRICULAR ACTIVITIES

- **International Student Ambassador** - led campus tours of ~40 and held talks to promote university
- **Public Speaking & Mentorship:** Conducted mentoring sessions for new hires at Amazon, focusing on problem-solving and operational excellence.

## Key Skills & Technical Proficiencies

- Supply Chain & Logistics: Warehouse & Transportation Management, Inventory Control, Production Planning, Scheduling
- Team Leadership & Operations: Shift Scheduling, Performance Evaluation, Training & Development
- Analytical & Problem-Solving: Data Analysis, Process Improvement, Stakeholder Management
- Technical Tools: SAP (PP), SCADA (Basic), Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)

## Certifications

1. CIPD Level 3 Foundation Certificate in People Practice
2. SAP Certified Application Associate - SAP S/4HANA Production Planning & Manufacturing (1909)  
Issued by SAP SE on January 9, 2021
3. SAP Certified Application Associate - SAP S/4HANA Sourcing and Procurement  
Issued by SAP SE on February 19, 2021