

Worked at		Till date
	Udaan logistics Pvt. Ltd Ahmedabad. Hub Manager (Food & Fresh) (August 2020)	
	Responsibility: <ul style="list-style-type: none">• Responsible for the end-to-end Operations at the hub.• Own the business processes and metrics for the respective hub• Monitoring the hub operations - receiving, material handling and dispatch of goods, establish processes for measuring, tracking, and driving continuous improvements.• Track to ensure the orders arrive and are dispatched on time and to proper destinations• Conduct huddles with the teams and identify gaps• Ensure 100% adherence with the SOP• Prepare & review the dashboards with city head to improve the performance• Budgeting, Accounting & Reporting the petty cash expenses• Maintain the cost per kilo (CPK) as per budget• Address employee grievances and coordinate with HR to provide solutions• Conduct unbiased interviews and select the right candidate for the role in the hub• Always ensure the safety of people, facility, and shipment• Manage customer escalations and give them the best experience possible.	
	Delivery Pvt. Ltd. (E-commerce) Station manager (May 2015)	5 years
	Key Result Areas/Accountabilities: <ul style="list-style-type: none">• Responsible for the day-to-day operation at the Distribution Centres• Indirectly as well as directly impacts critical business processes• Geographical area within a city or town comprising of various localities and sub-localities that may be both commercial, residential, governmental addresses.• Responsible and accountable for the upkeep of the facility• Help in building the culture of motivating colleagues• Ensures end to end smooth running of station operations for the assigned area/cluster.• Ensures all the operational SOPs are followed, and timely audit is conducted.• Monitors Zero Breach across Region in terms of shipments closures within defined TAT.• Monitors zero missing shipments in terms of Value & Numbers and ensures zero fake updates in the software• Directly responsible for reduction in cost by monitoring per shipment cost and increase in productivity by maintaining PDD (Promise Delivery Date)• Responsible for operational budgets (amount allotted to run the DC), cash management (petty cash, OPEX) and fleet management• Suggests various models for new pin code expansion of new location / cities across cluster and scouts for facilities for the new DCs• Acts as a people manager and coordinates with HR for FEs' salaries, other issues & grievances.• Ensures FEs' follow proper dress code and maintain their behaviour with customers• Takes care of new initiatives like involving 3rd party for the distribution of shipments wherever there are a smaller number of packages• Monitors security parameters across region and ensures no unlawful activity occur	
	First Flight Courier Ltd (Domestic & International & Cargo Division.) Area operation manager (March 2009)	6 Years
	Responsibility: <ul style="list-style-type: none">• Handling entire operations of Domestic and international cargo division inbound and out bound.• Onboarding domestic and international clients to boost city revenue.• Controlling damage, pilferage, short shipment.	
	Re-logistics Pvt. Ltd. (Reliance Ind. Group) Saurashtra region Ops manager (Dec 2007)	2 Year

Responsibility:

- Taking care of Rail operations logistics.
- Handling express cargo at Rajkot location and franchisee cargo activities.
- Hiring full truck load vendors for pan India dispatch.
- Taking care of successful deliveries via all check post to end customer.

AFL PVT. LTD. Saurashtra & Kutch region operation manager (July 2006)

1 Year

Responsibility:

- Responsible for business development as subordinate of all branches of Saurashtra, Responsible for all ODA locations of Saurashtra.
- Handling booking & delivery operations of all franchisees on day-to-day basis.
- Handling customer queries, market visit managing potential customers of new business development.
- Handling day to day account section query.

GATI LTD. (Express cargo) Bangalore (2002)

4 Years

Responsibility:

- Handling entire inbound & outbound operations.
- Monitoring the G.A. (Gati Associate), Franchisee's for time bound deliveries & pickups on day-to day basis.
- Coordinating with EC (Express Centers) for effective load factor utilizations on route vehicles, Smoothening operation & ensuring on time connectivity to the designated branches through feeder vehicle & service route.
- Implementing proper connection for ESS service deliveries which are not under regular station list.
- Maintaining route vehicle departure, arrival & held up reports, analysis on capacity utilizations of route vehicles, supervising a team of 06 into hub operation for tallying branch to hub material/trip challan generation /shorting the material and distributing sector wise to depots.
- Reconciliation on cost control for placing the market vehicles.

Education: BA, MS University Udaipur 2000(Rajasthan)

Diploma in Hardware Management 2002 CMC University.

MBA in Supply Chain Management & Logistics Jodhpur University.

Computer exposure: MS office, excel, VLOOKUP, hookup, pivot table etc.

Declaration: I hereby declare that the above information is true to the best of my knowledge.

Your faithfully

Piyush Pancholi