



📍 Ahmedabad, INDIA
☎ (+91) 8460864324
✉ gilanidhruvil@gmail.com

PROFESSIONAL SUMMARY

Innovative, strategic, goal-driven professional seeking career enriching assignments to leverage 5+ years of commendable success and domain expertise in driving organizational profitability and crafting of best practice for Supply Chain.

CORE QUALIFICATIONS

- Good MS Office knowledge
- Good Knowledge of MYSQL & Tally
- Quick learner
- Flexible
- Fluent communication.
- Logistics Management
- Project Delivery Excellence

DHRUVIL GILANI

EXPERIENCE

January 2022 - Current

Operation Manager Grab A Grub Services Ltd | Gujarat, Gujarat

- Supervise daily activities of the warehouse, including quality assurance, inventory control, space management, logistics, floor productivity, shipping, and customer service
- Schedule and oversee warehouse team to meet the demands of the fulfillment center, and manage the flow and quality of work to maximize efficiency and minimize overtime
- Inspect equipment, tools, and machinery regularly, and oversee general maintenance as needed
- Meet regularly with warehouse leads to review, analyze, and develop actionable plans for productivity and loss prevention
- Defining the transportation process from FC to delivery SDP's
- Determining the efficient and cost-effective methods of moving goods from one location to another. Arranging all the inland transportation of the goods.
- Ensure on time and safety delivery of Jio Marts orders in most cost effective way by optimal utilization of resources for the city.

June 2021 - December 2021

Manager Delhivery Ltd | Ahmedabad, Gujarat

- Looking after the operations and complete Kirana model of Gujarat
- Maintaining the closure of the assigned DCs at the rider level.
- Handling the team of 15 Fleet on streets who on-boards the Kirana stores from the field.

December 2020 - May 2021

Associate territory lead Shadow fax Pvt Ltd | Ahmedabad, Gujarat

- Ensure on-time performance of operations.
- Do daily RCA on delivery performance on a daily & weekly basis.
- Implement all new tech & operations related changes on ground.
- To make one on one every week with all Team Leaders to improve their performance fleet performance.
- Team Management, Training and Development.
- Continuous Process Improvement and Adherence of Quality Standards at all times.
- Maintaining Average SLA City wise.
- Track & improve performance of Team Leaders and their fleets.
- Ensuring Customers are always delighted by checking the complaints.
- Closing all the task assigned by operations manager in given time.
- Looking after the complete operations of Gujarat

July 2020 - December 2020

Associate Delhivery Ltd | Ahmedabad, Gujarat

- Ageing - Clearing shipment which is stuck in the facility more than 48 hours
- Training on problem solving and exceptional handling
- Doing RCA and giving feedback to operations
- Solving incorrect document issues.
- Handling customer escalation.

December 2017 - June 2020

Fleet Manager Swiggy | Ahmedabad, Gujarat

- Ensure on-time performance of operations.
- Do daily RCA on delivery performance on a daily & weekly basis.
- Implement all new tech & operations related changes on ground.
- Ensuring no orders gets loss assigned Hub.
- To make one on one every week with all delivery executive to improve their performance.
- Team Management, Training and Development at Hub.
- Continuous Process Improvement and Adherence of Quality Standards at all time.
- Field visit every week zone wise of Delivery executive grooming.
- Maintaining Average SLA zone wise.
- Track & improve performance of Delivery Executive.
- Ensuring Customers are always delighted by checking the complaints.
- Ensuring all the delivery executive don't face any issues on field.
- Closing all the task assigned by operations manager in given time.

EDUCATION

2017

B.com

Gujarat University

GPA: 52.00

INTERESTS

Travelling, Surfing on internet.

LANGUAGES

- Hindi, English and Gujarati.