

Kanzariya Nilesh

Processing Executive



Contact

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Skills

Operations Management
Vendor Management
Warehouse Manage
Team Management
Logistics Management

Education

B.C.A,
Saurashtra University,limbdi. (2013-2016)

Personal Information

Father's Name: Mr. Bhagvanbhai
Date of Birth: 09th-Jul-1995
Marital Status: Unmarried
Hometown: Dhandhuka, Gujarat

About Me

With an experience of 5.5 years in Ecommerce and Operations management, I believe that desire for continuous learning and initiatives can lead to opportunity for individual and organizational growth. Having substantial experience I look forward to contributing with my belief, skill sets and experience to grow and enrich in an enabling organization.

Career Contour

B2B Processing Executive

(Jan'22 –Present) **Delhivery LTD | Ahmedabad**

- Achieve the targets according to the plan and taking decisions to meet the Processing Target.
- Operation Handle with 20-25 employees.
- Reporting daily in regards to processing, Quality problem solving, Job wise.
- Preparing sales invoice, stock transfer invoices.
- Handling of **Delhivery.com** software.
- Team Work Planning To Achieve Maximum Output.
- Ensure that the day-to-day operations of a business run smoothly.
- Manage Customer queries, service center queries, Drivers queries.
- Logistics Management -Deliver high-quality results in a timely manner and Multi-tasking.
- Ensuring vehicle pickup/drop-off "On-time Performance".
- Working on weekly and monthly MIS reports pertaining to order fulfillment, process and productivity.
- Ensure speedy resolution of queries and grievances to build trust and increase client satisfaction
- Maintained healthy relationships with clients and grew the business.

Executive (Operations)

(Mar'17-Jan'22) **Ecom Express LTD | Dhandhuka | Ahmedabad | Gujarat**

- Managing city operations with a team of 12-15 field executives.
- Ensuring continuous improvisation on Client escalations, Customer experience and city growth.
- Responsible for Resource planning, Route Planning crisis management, Disaster management and cost optimization.
- Responsible for Inbound, Outbound operations as well as logistic and transport operations.
- Manage First mile and Last Mile Delivery.
- Timely pickup and handover of all shipments to partners within TAT.
- Trained associates on service quality standards and soft skills to deliver healthy customer experience.
- Operation Planning and control for last mile delivery and resolving customer escalations.
- Smoothly handle DC operation.