**Ravinder KUMAR**  
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**PROFESSIONAL SUMMARY**

Results-driven supply chain and logistics **professional with 10+ years of experience** in Operations, Account Management, Project Management, Customer relationship management, Back Office, MIS, Data Base Management, Quality Assurance and last-mile logistics. Proven ability to streamline processes, enhance operational efficiency, and deliver superior client service. Adept in data analysis, process improvement, cross-functional collaboration, and team leadership.

**EDUCATION**

* **MBA in Operation,** Management from SMU Distance education.
* **Bachelor of Arts**, Delhi University, North Campus.
* 12th – Central Board of Secondary Education, New Delhi
* 10th – Central Board of Secondary Education, New Delhi
* One-Year Diploma in Computer application from F-Tech Patel Nagar
* Account assistant course from Bhartiya Vidiyabhawan New Delhi

**CORE SKILLS**

* **Supply Chain Management** – Vendor Coordination, Shipment Lifecycle Management, Last-Mile Logistics
* **Data Analysis & Reporting** – Advanced Excel, Power Query, Pivot Tables, Macros
* **Strategic Thinking** – Forecasting, Trend Analysis, Operational Planning
* **Client & Team Management** – Client Retention, Cross-Functional Team Leadership
* **Presentation & Communication** – PowerPoint, Performance Reviews, Stakeholder Reporting

**PROFESSIONAL EXPERIENCE**

**Ecom Express Ltd** — *Senior Executive*  
📍 Sept 2017 to March 2025  
**Responsibilities:**

* Managed end-to-end operations from client pickups to deliveries
* Resolved operational issues in collaboration with internal teams
* Partnered with sales/business heads to support growth initiatives
* Oversaw the full shipment lifecycle including returns
* Conducted regular performance reviews and presentations to stakeholders
* Ensuring different types of escalation should be close with in TAT (CEO / social media & influencer)
* Maintained SLAs, handled disputes, and drove client engagement
* Managed major e-commerce accounts (Flipkart CPD Breach pendency and Escalation)
* Day to day coordination with the shippers for resolving their queries & Prepared Pendency & performance reports.
* Oversaw customer account performance and generated daily MIS
* Strategic operational planning & operating ground management activities.

**Quess Corp Ltd.** — *Back end Operation executive Associate of Vodafone Ltd.*  
📍 Apr 2014 – Sept 2017  
**Responsibilities:**

* Online validation of documents updated by channel partners
* Responsible and maintaining the database daily for the sales team and other departments.
* Preparing presentation of team performance &new launch process.
* Preparing MIS reports for the concern coordinators, managers, and team members.
* Preparing monthly reports of team performance as well.
* Maintaining periodic process reports of new activation for the sales team and channel partners.
* Provisioning and auditing of Value Added Service products daily.
* Maintained and updated online deals as per channel and regional manager requirements as per process.
* Coordination with channel partners regularly regarding documentation, Processes, New and existing connections, VAS, CUG, and Deals

**Softage information technology Ltd.** — *Executive*  
📍 May 2012 – March 2014  
**Responsibilities:**

* Providing administrative and executive support.
* Online validation of documents updated by channel partners.
* Responsible for maintaining data daily for the sales team & other verticals.
* Preparing MIS daily / Weekly / Monthly for the concerned coordinator, Managers & Team.
* Maintained & updated online deals as per channel & Regional manager requirements.
* Responsible for creating deal master to avoid customer disputes & smooth offer activation for corporate customers

**LANGUAGES**

* English
* Hindi

**PERSONAL DETAILS**

**Date of Birth:** 27th June 1985  
**Father’s Name:** Madan Mahto  
**Marital Status:** Married

**HOBBIES**

🎵 Listening to Music  
🎬 Watching Movies