



FAISAL JAFRI

Operations Manager

Results-driven professional with a BMS degree and 1.5 years as a Team Lead in fast-paced logistics. Expertise in seamless team and operational management, excelling under pressure, and achieving organizational goals. Proven track record in logistics intricacies, complemented by strong leadership and communication skills.

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WORK EXPERIENCE

S.R Executive Shadowfax

07/2023 - 12/2023

Bhiwandi

Tasks

- Efficiently managed pendency calls under Site Coordinator's guidance, minimizing site losses.
- Collaborated with cross-functional teams, ensuring effective communication for swift issue resolution.
- Responsibilities included proactive pendency call handling, implementing loss reduction strategies, and analyzing data for continuous improvement.
- Sharpened problem-solving skills and demonstrated dedication to operational excellence in a dynamic work environment.

Team Lead Shadowfax

11/2021 - 05/2022

Bhiwandi

Tasks

- Efficiently resolved shipment dependencies through salvaging shipments and conducting thorough floor observation reports.
- Conducted meticulous manifest and credential audits to ensure accuracy and compliance.
- Successfully addressed and resolved issues at the shipment and manifest levels, ensuring smooth operations and timely delivery.

Team Lead Flipkart

03/2020 - 07/2020

Bhiwandi

Tasks

- Managed and supervised team operations.
- Oversaw floor shift clearance, ensuring seamless transitions.
- Effectively resolved pendency clearance tasks.

EDUCATION

Bachelor of Management Studies Mumbai University

04/2021 - 05/2023

Bhiwandi

SKILLS

Data Analysis

Project Management

Communication

Problem Solving

Adaptability

Leadership

Time Management

Warehouse Management

CRM

PERSONAL PROJECTS

Express Bees Customer Support & Promotion Initiative (12/2023 - Present)

- Roles: Resolved customer issues & Promoted Express Bees services
- Achievements: Proactive problem-solving & Boosted service awareness

ACHIEVEMENTS

Excellence in Site Loss Reduction (11/2023)

Recognized for exceptional contributions in reducing overall site losses through strategic planning, effective implementation, and continuous improvement initiatives.

ENGLISH

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Continuous Learning

Cross-Functional Collaboration