

SUMAYYA D.SHAIKH

DEPUTY MANAGER

CONTACT

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📍 Pune, Maharashtra

SKILLS

- Team collaboration
- Leadership and Management
- Problem-Solving Expertise
- Strategic Planning
- Logistics Operation
- KPI Analysis
- Service Delivery

CERTIFICATES

- Certified in English Comprehension,
<https://www.mymcat.com/certificate/6982786/in-englishcomprehension/283>
- Certified Data Processing Specialist,
<https://www.mymcat.com/certificate/6982786/data-processingspecialist/211>
- Certificate of excellence, This is for successful attending workshop with victories knowledge & edutech pvt Ltd for advanced industrial automation using a PLC
- CCNA (ROUTING & SWITCHING), 90/100, This is for successfully completed course on CCNA with open it labz, Pune of 3 Months duration.

Dynamic and results-driven professional with extensive experience in leadership, logistics operations, and strategic planning across telecommunications and e-commerce sectors. Demonstrates expertise in KPI analysis, service delivery optimisation, and supply chain operations, consistently driving efficiency and customer satisfaction. Adept at managing large teams, fostering collaboration, and implementing continuous improvement initiatives to achieve organisational goals. Career focus includes leveraging problem-solving skills to enhance operational performance while exploring opportunities for business expansion.



WORK EXPERIENCE

MARCH 2024 - PRESENT Deputy Manager -*Bharati Airtel Ltd* ,Pune

- Delivered KPIs consistently, targeting continuous improvement initiatives.
- Monitored fiber optics installation to ensure compliance with customer delivery promises.
- Drove air fiber projects to enhance network speed and boost customer satisfaction.
- Oversaw repeat fault repairs, implementing actions to reduce complaint parameters.
- Managed a team of 40-50 personnel, organizing regular gate meetings for process updates.
- Provided training for field resources, recognizing top performers through R&R programs.
- Utilized in-depth knowledge of broadband, FTTH, and WiFi networks to optimize performance.
- Executed S2S activities to facilitate business expansion opportunities.

JUNE 2022 - FEBRUARY 2024 Team lead -*Amazon seller support service private limited*,Pune

- Sourced reliable external carriers to achieve lowest total costs for region.
- Managed supplier selection, RFQ, RFI processes, negotiations, contracting, and performance evaluations.
- Maintained strong relationships with vendors to ensure high performance and on-time delivery.
- Resolved payment disputes to foster organizational trust and collaboration.
- Raised purchase orders on Coupa for expedited payments.
- Led day-to-day operations for region, enhancing efficiency across internal and external stakeholders.
- Executed Amazon logistics planning for Pune, Maharashtra, optimizing service delivery.
- Directed initiatives for network capacity expansion, reliability, cost reduction, and operational efficiency.

JUNE 2019 - JUNE 2022 Trans Ops specialist -*Amazon seller support service private limited*,Hyderabad

- Provided timely resolutions by researching internal tools and making real-time decisions.
- Tracked PAN India shipments via linehaul trucks to ensure efficient middle-mile operations.
- Resolved queries related to placement, loading/unloading, and configuration per SOP guidelines.
- Managed communications with Amazon partners to address service-related inquiries.
- Monitored vehicle placements and in-transit travel, notifying regional managers of delays.
- Coordinated contingency plans for delayed vehicles due to accidents or breakdowns, minimizing impact on EDDs and CPT.
- Collaborated with linehaul teams for ad hoc planning as necessary.
- Trained new AAs to achieve quality and quantity performance metrics.

ACHIVEMENTS

- 2nd prize in Greater Participation for Stronger Democracy.
- Participation in Dimplex-14, A big project competition.
- E-Learning: Successfully completed Signal systems conducted By IIT, Bombay.
- Successfully completed CCNA- Networking associate- Routing and switching training at Openit Labz, Kharadi, Pune.
- Successfully completed CCP- C and CPP training at Ashwath Infotech, Hotgi Road, Solapur.
- Winner in Inter branch sport-volleyball and cricket, held at SSWP, Solapur.

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Marathi (Fluent)

SOCIAL NETWORKS

- <https://www.linkedin.com/in/sumayya-shaikh-623633136>

APRIL 2018 - OCTOBER 2018

ECO engineer -*Jabil India Private limited*,Pune

- Designed products for NCR department while maintaining secure company records.
- Conducted meetings with testing, manufacturing, and mechanical teams to explain product specifications and gather feedback.
- Collaborated with cross-functional teams to ensure alignment on product development goals.

DECEMBER 2015 - JANUARY 2016

Summer Internship Program -*Aftek Ltd*,Solapur

- Completed 15-day internship at Aftek Ltd., gaining insight into company history and products.
- Acquired detailed knowledge about electronic ticketing issuing machines, a key marketing product.

MAY 2013 - MAY 2013

Summer Internship Program -*BSNL Ltd*,Solapur

- Completed 15-day internship with BSNL Ltd, gaining insights into company products and history.
- Acquired knowledge of telecom systems through theoretical and practical training.
- Participated in discussions about operational aspects of telecommunications industry.
- Engaged with professionals to understand industry standards and best practices.



EDUCATION

Bachelor of Engineering

2014- 2017

Electronics and Telecommunication |WIT, Solapur

% : 75.55

Diploma

2011 - 2014

Electronics and Telecommunication |SSWP, Solapur

% : 80.69

10th Std

2010 - 2011

Semi-English |Surwase Highschool, Solapur

% : 84.36



PROJECTS

- **Intelligent Safety Helmet:** This project is made by 3 members. It was based on AVR microcontroller and RF transceiver. This project is for motorcyclist which undertaken to increase the rate of road safety among motorcyclist. This project is designed to introduce the security system for motorcyclist wear properly helmet and check alcohol abuse with the use of RF transceiver motorcycle moves if emission signal from helmet.
- **Density Based Traffic Control System:** This project is made by 3 members. It was based on Arduino Board which aims to control traffic based on particular road, Allow to go to option to high density based road.
- **Pilgrims Trackers Health Monitoring System:** This project is made by 5 members. It was based on Zigbee and GSM board. It aims to track location of trackers as well as monitor health of his.