**Udhaya Bhanu Siranjeevi, MSc, B.Tech**  
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**Professional Summary**  
Results-driven professional with over 5 years of experience in procurement and supply chain management within the FMCG sector. Proven track record in surpassing purchasing targets, developing effective Standard Operating Procedures (SOPs), and implementing strategic sourcing solutions. Recognized for strong analytical skills and the ability to foster supplier relationships to enhance operational efficiency.

**Education**

**Master of Science in Procurement, Logistics & Supply Chain Management**  
*Salford Business School, The University of Salford (CIPS & CILT),* UK. *2021*

**Bachelor of Technology in Computer Science & Engineering**  
*ITGGV, Central University,* India. *2017*

**Certifications**

* **Lean Six Sigma Foundations**, NASBA (April 2023)
* **Advanced Microsoft Excel**, NASBA (October 2021)

**Core Competencies**

* MS Excel
* Python
* Tableau
* Last Mile Operations
* Inventory Management
* Quality Control
* Mentoring & Training
* Data Analysis
* GSuite Applications
* FMCG

**Professional Experience:**

**Operations Team Lead,** *Deliveroo HOP, London, United Kingdom*  
*November 2021 – November 2024*

* Supervise a team and manage warehouse operations, ensuring adherence to health and safety protocols.
* Collaborated with suppliers to streamline the inventory replenishment process, resulting in a 15% reduction in stockouts. Investigate customer claims, ensuring corrective actions are implemented.
* Collaborate with the Site Manager to achieve KPIs and customer satisfaction metrics.

*Achievements:*  
Consistently recognized as Best Performer of the Month (RooIt Right) for exceptional dedication and operational efficiency.

**Transportation Specialist/Lead, Central Operations – Last Mile,** *Amazon, Hyderabad, India. March 2020 - May 2021*

* Trained new hires and handled real-time rider escalations.
* Managed a team of over 10 members, optimizing performance and collaboration.
* Delivered daily process updates and reports using advanced Excel functions.
* Developed and analysed Restaurant, Rider performance metrics, enabling the identification of cost-saving opportunities and improving overall processes.
* Developed and refined SOPs, presenting them in both text and flowchart formats.
* Identified issues and improved order assignment algorithms by collaborating with the Tech team.

**Senior Technical Support Associate,** *Amazon, Hyderabad, India*  
*October 2017 - March 2020*

* Provided comprehensive support to third-party sellers, maintaining high KPIs.
* Resolved issues through logical reasoning and detailed data analysis.
* Assisted with website advertising and supported new sales programs.
* Improved existing SOPs and collaborated with various teams to resolve issues.

*Achievements:*

Awarded Most Valuable Team Player during peak seasons of 2018 and 2019 for outstanding contributions and problem-solving skills.