

HARSHIKA SHARMA

CONTACT

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OBJECTIVE

Proven track record spanning 5+ years of experience in the field of Operations management with demonstrated record of team management, business expansion, quality, stakeholder management etc. Specialize in end to end Account/Vendor and Instock Management.

Open to new challenging opportunities and always ready to push my limits to attain the goal of the organization. Presently seeking to leverage my career at a managerial position in a progressive organization where I can enhance my professional skills and knowledge that will enable me to add value to the organization's growth and welfare.

SKILLS

- Team Management
- Build Relationship
- Vendor Management
- Operations Management
- Supply Chain

EXPERIENCE

Dunzo

Senior Key Account Manager

Mar 2022 - Jan
2023

- Part of the Dunzo Daily launch team for Business & Distribution. Handling 18 Perishable and Non Perishable brands
- Observing and forecasting stock requirements and raising Purchase Orders accordingly based on sales trend, day of cover and customer centric data
- Negotiating with vendors on margins, credit period, fill rate, lead time and return policy
- Handling Transshipment for all the fulfillment center (Warehouse) based on expiry, demand, sales forecast, and other priorities
- Negotiated and maintained cost-effective contract pricing structures with vendors to produce positive return on investment.

Uber

Key Account Manager

Dec 2019 - Sep
2021

- Launched & Scaled UberMoto in Kolkata(1st city) across the country to create an eco-friendly UberMoto experience with ~20% % MoM growth
- Resolved operation issues with a major focus on increasing supply for fleet size of 5k vehicles
- Work extensively with multiple stakeholders (product, tech, ops, demand) on providing real time feedback, bugs and suggested improvement
- Worked with the central team on Competitors Intel i.e collating & analyzing the data. This helps to plan for the DI and RI in the city

Uber

Team Lead

Mar 2019 - Nov
2019

- Led a team of 20 members & overall monitoring of day to day operations happening out of Greenlight city office kolkata
- Standardization of process & inclusion in product to reduce issue types & leads ~20% ticket deflection & taking escalation for tough cases
- Executed new activity in the city to increase the Customer Satisfaction Score & achieved 1.3x growth & make it the best city across the country
- Analyzed & audited the team's KPIs data like Customer Satisfaction responses, Ticket Contribution and Repeat Walkins.

Uber

Operation Consultant

June 2017 - Feb
2019

- Used to solve various issues of the Driver partner related to payment, document, quality and account related issues
- Created the presentation for Driver Training, new joiners and multiple business proposals to approach new customers.

EDUCATION

Calcutta University

Bachelor of Commerce: Accountancy

2016

NMIMS

Post Graduate Diploma: Business Management

2023