

# Abhishek Gupta

📍 New Ashok Nagar, Delhi

☎ 9415060532

✉ abhishekguptamzp1512@gmail.com

## OBJECTIVE

To work in a challenging logistics and operations role where I can use my skills in warehouse management, courier coordination, and Damage control to improve efficiency and support company growth.

## SKILLS

- Logistic Core Skills

Logistics & Supply Chain Management

Multi-Courier Workflow Coordination

Warehouse & Distribution Management

AWB Creation & Courier Booking

Damage Control & Resolution Handling

Amazon Returns & Reverse Logistics Management

Courier Rate Negotiation & Vendor Management

Freight Cost Analysis & Cost Optimization

Customer Query Resolution & Service Support

Inventory Control & Stock Reconciliation

Fraud Case Handling

Cross-Functional Team Collaboration

- Technical Skills

AnyDesk Software (Remote Operation's Support)

Basic Microsoft Office

Google Sheets (Basic Functions & Reporting)

Excel Reporting & Data Analysis

Power BI (Basic Dashboard Creation & Reporting)

Basic understanding of AI Workflow & Automation Tools e. g ChatGpt

## INTERESTS

- Internet Surfing, Written Poetry

## DATE

15-02-2026

## EXPERIENCE

### → June -2024 - May-2025

#### Uma Logistics and Cargo Private Limited

Customer service Executive

Managed customer service operations for shipments, including issue resolution and status updates to maintain satisfaction.

Handled customer complaints professionally and ensured timely coordination with operations for quick closures.

Maintained accurate reporting and documentation for shipment processing and service quality tracking.

Managed end-to-end operations for 20+ clients, ensuring timely dispatch, tracking, and delivery coordination.

### → June- 2025 - Present

#### Logistics Manager

Daikcell India Private Limited

Managed day-to-day logistics operations, dispatch planning, and shipment tracking to support on-time deliveries.

Coordinated with warehouse, courier partners, and internal teams (Sales/Warehouse/Support) to improve turnaround time.

Handled customer return shipments: pickup coordination, QC for damaged goods, restocking workflow, and documentation.

Performed freight cost analysis, bill verification, and rate negotiation to reduce operational costs and improve margins.

Supported legal/compliance coordination for disputes, fraud cases, and policy adherence.

## PROJECTS

### ✓ Inventory & Billing Management System

Developed a system for invoice, credit note, and complaint form generation with AI-assisted workflow automation.

Improved speed and consistency of documentation; currently used in company mainstream operations.

Amazon Return & Refund Data Automation System

Built a structured Google Sheets workflow to fetch, clean, and manage return/refund data for analysis and reporting.

Enabled faster MIS reporting and better visibility into return trends and refund issues.

Streamlined loss tracking and reconciliation process, enabling faster identification and handling of financial losses.

### ✓ Designing Company Inventory Management Software (Ongoing)

Developed a system for invoice, credit note, and complaint form generation.

Improved speed and consistency of documentation; currently used in company mainstream operations.

### ✓ Manual Testing – FirstCry.com

Apply Testing to validate website functionality, usability, performance, and basic security checkpoints.

Smart Lighting System in Highways (B.Tech Final Year Project)

Designed an energy-efficient smart lighting concept with automation for improved safety and cost savings.

#### ✓ **Bubble Sort Typing Game**

By the help of AI I have Developed an interactive typing game based on the Bubble Sort algorithm to improve both typing speed and understanding of sorting logic. Designed game logic to visually demonstrate step-by-step comparison and swapping process of Bubble Sort.

Implemented real-time user input validation and performance tracking (speed and accuracy).

Focused on improving user engagement through simple UI and smooth gameplay experience.

Strengthened understanding of basic data structures and algorithm concepts through practical implementation.

#### ✓ **Amazon Return & Refund Data Automation System**

Built a structured Google Sheets workflow to fetch, clean, and manage return/refund data for analysis and reporting.

Enabled faster MIS reporting and better visibility into return trends and refund issues.

Streamlined loss tracking and reconciliation process, enabling faster identification and handling of financial losses.

Designing Company Software (Ongoing)

Working on inventory management system architecture with focus on scalability, reporting, and process automation.

Focused on improving operational efficiency, stock tracking accuracy, and data-driven decision-making.

#### ✓ **Smart Lighting System in Highways (B.Tech Final Year Project)**

Smart Lighting System in Highways (B.Tech Final Year Project)

Designed an energy-efficient smart lighting concept with automation for improved safety and cost savings.

Education