

PROFESSIONAL EXPERIENCE

Diptap Ventures pvt ltd.

Sep 2021 – Present

Operations Manager (Supply chain)

- Liaison with Logistics vendors across cities
- Evaluate vendor performance and take actions appropriately
- Manage city team, own Logistics metrics & cost
- Onboard new logistics vendors & vehicles based on requirement
- Setup process to ensure smooth operations
- Identify problems in the values chain and provide solutions to structurally solve
- Work closely with Business development team and operations team to ensure the client expectations are properly met in terms of time and quality of sourcing
- Build and develop the required team to achieve the targets
- Stakeholder Management with Planning, Design, Tech, Finance, Accounts, Ground Operations and HR
- deep & clear Geographic knowledge of Roads & Lanes connecting across PAN India
- Handling multiple projects and leading multiple people.

PAREXEL International -Pay Roll of Intercity Transport -(Job affected due to the pandemic) January 2018 - Dec 2020

Operations Manager (Employee transport)

- Managed Operations (2 Crore+) of Parexcel and handling 30+ team
- Responsible for End to end transport operations of parexcel employees.
- Strategizing and implement techniques to get 95% of OTA from 60% in 3 months'time.
- Inventory management of the Operations in coordination with the Ground level team.
- Plan and analyze the deployment of manpower and resources keeping in mind the operational dynamics and business requirements.
- Engaging teams to identify process improvements opportunities and mentor projects aimed at operational excellence, customer satisfaction and cost optimization, delivering value to the center
- Conceptualize and drive focused initiatives through the teams and motivate the team to maintain a high service level even in adverse circumstances.
- Managing 24X7 transport operations for Accenture through a fleet size of 250 vehicles with a team size of 45 people.
- Budgeting, forecasting and monitoring transport cost drivers. Planning for fleet consolidation and integrate transport operations for cost benefit.
- Managed 83 EV fleet (Mahindra e-verito D2, Tata tigor EV , MG hector ZS, BYD E6 & M3)
- Drivers & Vendor training like Toolbox talk, Basic Instruction of EV, Driving skills, Do's & Don'ts, Code of conduct, Fatigue, Remedial, Monsoon

Mahindra Logistics

Nov 2017-Dec 2017

Operations Manager

- Plan coordinate & implement operations for new business as per agreed Service level
- Responsible to the Transport manager to oversee the Transport operations during the Shift
- Manage and develop alliances with existing and prospective customers to account development. revenue and margins
- Agreed fleet/manpower available at the facility all times
- Maintain strategic relationship with customers for timely & satisfactory resolution and reduction of customer complaints - Using Customer Relationship management practices and periodic SLA review with the customers
- Identify and communicate training needs of staff and coordinate program and/or train internally

Fleet Manager – Ap/TS (First mile, middle mile & last mile)

- Maintaining relationships and retention with both car care partners and customers.
- Managing daily linehaul vehicles moment & coordinating with tracking time on time arrival of linehaul vehicles.
- Work closely with Regional operations team for maximizing utilization for all feeder and milk runs Support National operations team in maximizing utilization of all network vehicles
- Identify fleet vendors in the region and work closely with the Regional Procurement & Real Estate Head in vendor evaluations, rate negotiations and empanelment; Ensure negotiation of best possible vehicle hire rates for the company.
- Monitor daily allocation of vehicles for various runs along with the regional operations teams
- Approve the market hiring of vehicles as and when required; Work towards minimizing the market hiring of vehicles through effective planning
- Ensure branding of all vehicles as per the company norms.
- Ensuring Ops processes and policies set forth by the company are implemented on the ground and monitored to ensure 100% adherence.
- Ensure adherence to budgeted fleet costs for the region
- Analyze past volumes and future volume projections to identify the size of vehicles required on various feeder and milk-run routes Coordinating with the team in scheduling for the partner.

Randstad India Pvt. Ltd.

December 2010–Aug 2014

Team Leader- RAC

- Managed pan India transport arrangements of Amzon.com
- Handling escalations
- Vendor Management of pan India
- Team Handling of 8 members.

Key Skills

- **Vendor Management** - Ensure vendors deliver a consistent and high-quality service , Manage vendors through a structured vendor management program that includes regular reporting based on service levels
- **Fleet Quality** - Ensure the vehicles used for transporting staff are to the required maintenance and quality standards. This includes presentation, cleanliness, licensing, safety equipment, and spares. Ensure drivers are courteous to staff, and have appropriate licenses, and appropriate clothing or uniforms Manage improvement programs with fleet providers.
- **Financial:** Transport Cost Management, Be constantly aware of actual and planned costs for transportation. Forecast operational budget impact Support the redistribution of costs to budget owners within the company.
- **People Management:** Manage vendor staff, drivers to effectively communicate and get desired outcome in terms of engagement with employees, behavior and discipline.
- **Reporting** - Report service performance and cost performance, optimization measures on a regular basis.

Education - Osmania University

Couse	Institution	University/board	Year of passing	Aggregate (%) /c.g.p.a.
Degree	B.COM	M.G.U	2014	71%
Intermediate (10 + 2)	C.E.C	Board of Intermediate	2011	49%
High School (10th)	SSC	SSC	2009	64%