

# PRAKASH VARMA

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 Warangal, Telangana

## PROFESSIONAL SUMMARY

Highly accomplished Operations & Logistics Professional with 6+ years of experience in Last-Mile Delivery, Hub Operations, Inventory Control, Flow Management, Cash Handling, Team Leadership, and Customer Experience. Proven expertise in Ekart Logistics, Delhivery, Ecom Express, and Cash Logistics with consistent performance in improving productivity, achieving SLA targets, clearing backlogs, and managing large delivery teams. Strong in process optimization, workforce planning, real-time monitoring, and issue escalation control. Actively seeking opportunities across Operations, Logistics, Store/Hub Management, and Team Leader roles.

## PROFESSIONAL EXPERIENCE

- Senior Team Lead – Ekart Logistics | Telangana | May 2024 – Present
  - Leading 80+ delivery executives and ensuring smooth handling of 2,000–2,200 daily shipments.
  - Achieved and maintained 88%+ on-time delivery by using route planning and real-time dashboard control.
  - Reduced total pending and backlog shipments by 35% in 7 months through strict follow-ups and flow optimization.
  - Ensured 100% accurate reconciliation of ₹15+ lakh daily COD with zero errors.
  - Managed compliance, daily audits, station performance, and peak-season planning.
  - Implemented rider training programs that boosted productivity by 25% and reduced escalations.
  - Monitored NDR, forward flow, RTO, and SLA accuracy with daily MIS reporting.
- Hub Incharge – Ecom Express Ltd | Hyderabad | May 2023 – May 2024
  - Managed a 13,000+ shipment/month hub with 99.5% on-time dispatch and 99.8% inventory accuracy.
  - Reduced manpower cost by 15% through shift planning & load balancing.
  - Conducted daily huddles, process audits, safety checks, and issue resolution.
  - Handled customer escalations, NDR follow-ups, and special delivery requests.
  - Coordinated with regional MIS, line-haul, and operations teams to maintain service quality.

- Team Lead – Delhivery Pvt Ltd | Warangal | Mar 2022 – May 2023
  - Led warehouse and last-mile delivery operations with 30+ associates.
  - Maintained 99.5% stock accuracy with zero audit issues.
  - Handled ₹20+ lakh collections monthly with 100% accurate closures.
  - Reduced rider absenteeism by implementing new incentive plans.
  - Ensured smooth flow even during festival peak days with additional manpower coordination.
- Writer Safeguard – Hyderabad | Jan 2019 – Dec 2021
  - Began as Cash Collection Executive handling ₹1 Crore+ daily cash safely.
  - Later managed secure logistics and cash movement between branches.
  - Promoted to Assistant Chest Incharge supervising ₹8 Crore+ daily transactions.
  - Monitored teller staff, ensured zero errors, and followed all compliance standards.

## EDUCATION

- Bachelor of Commerce (B.Com) – Satavahana University (2020–2024)
- Diploma in Electrical & Electronics Engineering – SBTET (2016–2019)
- SSC – Telangana Board (2016)

## KEY SKILLS

- Last Mile Operations
- Hub Management
- Store & Warehouse Handling
- Inventory Accuracy
- Team Leadership & Training
- NDR & RTO Control
- Cash Handling & Reconciliation
- SLA Monitoring
- Route Planning
- Customer Escalation Management
- MIS & Reporting
- Process Audits

## **AWARDS & ACHIEVEMENTS**

- Best Supporting Employee of the Year – Ekart (2024): Awarded for role in reducing 85% of backlog, improving on-time delivery by 15%, strengthening multi-hub coordination, and maintaining exceptional flow control.
- Recognized multiple times for zero-error cash handling, people management, and maintaining 100% audit compliance.

## **SELF DECLARATION**

I hereby declare that all the information provided above is true and correct to the best of my knowledge. I take full responsibility for the accuracy of the details mentioned in this resume.