



PROZO INTEGRATED LOGISTICS PRIVATE LIMITED

(formerly known as Prozo Distribution Private Limited)

Registered Address : 3rd Floor, A Wing, Enkay Tower, Udyog Vihar Phase V, Gurugram, Haryana - 122016

CIN: U72200HR2014PTC052701



www.prozo.com



012 44914162



admin@prozo.com

Job Title: Process Excellence & Inventory

Designation: Senior Manager

Location: Multiple - Gurugram/ Bhiwandi / Bangalore / Kolkata

Job Type: Full-Time

Company Overview:

Prozo is an innovative integrated supply chain company revolutionizing fulfillment across India. With a comprehensive pan-India warehousing and freight network, Prozo delivers fast, efficient, and cost-effective fulfillment solutions. Our operation is powered by an advanced supply chain tech stack and control tower, positioning Prozo as the 'AWS of supply chain,' providing enterprise-grade capabilities on a pay-per-use basis.

Our core offerings include the Prozo Fulfillment Network (PFN), Prozo Logistics Network (PLN), and Prozo Warehousing & Logistics Platform (PWLP), serving a diverse clientele from D2C brands to mid-market SMEs and large enterprises. With over 35+ multi-channel, tech-enabled warehouses covering approximately 2 million square feet and a logistics network spanning 24,000+ pin codes, Prozo ensures a seamless delivery experience for B2B, B2C, and D2C customers.

Role Overview:

The Process Excellence & Inventory Lead will be responsible for inventory health and end-to-end operational efficiency across Prozo's fulfillment centers (FCs) in the region. The role demands strong leadership in managing regional cluster, maintaining inventory health, ensuring SLA compliance, optimizing processes, and driving technology adoption across warehouses. The ideal candidate will be a strategic thinker with a deep understanding of B2B & B2C operations, WMS/OMS platforms, and logistics optimization.

OUR OFFICES:

📍 CHANDIGARH

📍 HYDERABAD

📍 BENGALURU

📍 MUMBAI



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Key Responsibilities:

- **E2E Ownership of maintaining Inventory Health:** Lead Process Excellence and inventory management of Prozo's warehouses across India, ensuring smooth operations, minimal inventory shrinkage, and adherence to SLAs and KPIs for D2C/B2C and B2B warehousing.
- **Daily Manpower Planning and Operational Rhythm:** Ensure daily manpower planning and deployment, setting a consistent rhythm for operations for all FCs in the region. The process excellence lead should report 30 minutes before the start of the first morning shift to prepare and oversee the day's operations.
- **Warehouse Utilization and Performance Monitoring:** Monitor and optimize warehouse utilization, leveraging Control Tower insights and collaborating with Central Operations to drive efficiency.
- **Regional/Cluster P&L Owner:** Ensure all warehouses are running in a cost effective manner and achieve target profitability across all warehouses in the region.
- **Off-Roll Manpower & other resources Planning:** Drive manpower & resource planning for all sites keeping in mind demand peaks, seasonality, festivals and other aspects.
- **Escalation Management:** Ensure minimal escalation from client side and ensure a proactive, data driven RCA and CAPA implementation.
- **First Time Right:** Work closely with the central operations team, Pan-India Head - Regional and Central Operations & Regional Operations Head to drive best in-class experience for new clients being onboarded. In Prozo's terminology, we call it FTR - First Time Right Team. We have a dedicated team for the same.
- **SOP Implementation and Process Optimization:** Implement standardized operating procedures (SOPs) to ensure smooth client onboarding and operational workflows.
- **Team Leadership and Development:** Directly lead a team of FC Heads, fostering a culture of excellence, accountability, and continuous improvement.
- **Technology Adoption:** Oversee and drive proper implementation and utilisation of warehouse management systems (WMS), Control Tower and other tech solutions to enhance operational efficiency and accuracy.
- **Talent Acquisition and Retention:** Closely collaborate with Central HR and manpower planning team to to scale and descale manpower on the basis of volume projections and productivity targets factoring in seasonality, holidays and peak periods.
- **Safety, Security & Loss Prevention:** Ensure all SoPs are implemented and adhered to for safety and security of the warehouses.
- **Drive continuous Improvement:** Ensure regular (monthly/quarterly/annual) trainings of Cluster & Warehouse managers and other Executives to ensure they are up to date with latest client level SoPs and company policies.

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Qualifications:

- 5+ years experience in handling B2B & B2C operations (multi-channel) for large clients across multiple warehouses/ fulfillment centers
- Tech-savvy and understanding of platforms of various new-age OMS and WMS systems like Unicommerce, Vinculum etc as well as b2b WMSes and ERPs like SAP & Oracle etc
- Best-in-class problem solving with ability to do RCA and CAPA effectively
- Experience leading large teams and working with senior leaders across functions
- Comfortable in a fast paced, dynamic environment
- Excellent communication, analytical and presentation skills.
- Qualification: Degree in operations/supply chain management with 5+ years in handling multiple fulfillment centers

What We Offer:

- A high-impact role with the opportunity to drive significant changes across Pan-India operations.
- The chance to work with a dynamic and innovative team passionate about revolutionizing the supply chain industry.
- A supportive and collaborative work environment where your contributions are valued and recognized.
- Opportunities for professional growth and development, including direct interactions with senior leadership.

How to Apply:

Please submit your resume, along with a cover letter detailing your experience relevant to this role and why you are passionate about working at Prozo. Highlight any previous projects or achievements that demonstrate your capability in warehousing, logistics, and technology-driven supply chain solutions.

Prozo is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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