

ABHISHEK CHAUHAN

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PROFILE

A results-oriented Operations Manager with around 8 years of expertise in supply chain & manufacturing Industry. Proven track record in operation management, Inventory management, procurement, stakeholder's management, and operational excellence. Skilled in launching and optimizing projects to meet SLAs and enhance customer loyalty. Proficient in setting up new warehouse operations and implementing lean methodologies to drive organizational goals.

EDUCATION

MBA (Logistics & Supply Chain Management)

University of Petroleum and Energy Studies, Dehradun

2018 - 2020

B.Tech (Mechanical Engineering)

Punjab Technical University

2011 - 2015

SKILLS

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|------------------------------------|--|
| • Operations Management | • Inventory Management |
| • Client Relationship Management | • Performance Monitoring and Reporting |
| • SLA and KPI Management | • P&L Management |
| • Process Mapping and Optimization | • Team Building and Leadership |
| • Quality Assurance and Control | • SAP MM & WMS, MS Office and Tableau |

PROFESSIONAL EXPERIENCE

TVS SUPPLY CHAIN SOLUTIONS LTD.

Sept. 2023 – Present

New Delhi, IN

As an **Operation Excellence Manager**, Leading New Business Development (NBD) and Business as Usual (BAU) operations in North India which involves designing and optimizing warehouse processes, including inventory mapping and flow.

- Establishing SLAs/KPIs and creating dynamic dashboards for real-time monitoring.
- Preparing process documentation (SOPs/WIs) & Conducting process assessments to detect improvement opportunities.

DELHIVERY LTD.

Apr. 2022 – Aug. 2023

Hyderabad, IN

As an **Operations Manager for M&M Spares project**, I managed operations for a 1 lakh sq ft warehouse, leading end-to-end operations for South India region while overseeing a team of 150 off-role and 15 full-time employees.

- Achieved 83% reduction in line defect PPM, lowering defects ppm from 1200 to <100/month in 9 months.
- Implemented training programs, increasing sub-process productivity by 30%, reducing variable costs by 47% in a 9 months.
- Attained <0.05% Inventory Loss, >99% Fill Rate, and 25% operational speed increase through FMS study and optimization.

DELHIVERY LTD.

Apr. 2021 – Mar. 2022

Hyderabad, IN

Successfully launched & managed the Swiggy Instamart project with two FCs spanning 20,000 and 50,000 sq.ft., serving 40 Points of Delivery (PODs)/E-stores across Hyderabad and Vizag. Formulated dashboard for analysing KPIs such as fill rate, on-time deliveries, return percentage, defect ppm, and productivity to drive data-driven decisions.

- Maintained 100% order fill rate for across all e-stores with <0.5% defect return.
- Received best facility award for 2 consecutive quarters in PAN India operations.
- Successfully implemented a combination of Radio-Frequency Identification (RFID) technology and a streamlined milk run system, resulting in a reduction of transportation costs by 15%.

DELHIVERY LTD.

Aug. 2020 – Mar. 2021

Hyderabad, IN

As an AM-Operations, managed a 1.5 lakh sq.ft warehouse with a team of 9 full-time and 50 off-role employees. achieved an exceptional fill rate of >99.95% and maintained zero transportation damage across operations in Andhra Pradesh and Telangana.

DENEB AUTOMOTIVES LTD

Feb. 2017 – Jun. 2018

Gurugram, IN

As a Senior Quality Engineer, I led quality assurance and control processes, conducting root cause analysis, implementing process improvements, managing supplier quality, maintaining documentation and reporting, collaborating with cross-functional teams, ensuring regulatory compliance, addressing customer complaints & feedback, and providing training to foster a culture of quality excellence.

TRACK COMPONENTS LTD.

Jul. 2015 – Jan. 2017

Gurugram, IN

As a Quality Engineer, I oversaw production & assembly processes for MSIL exhaust system components and Yamaha Motors spare parts ensuring adherence to quality standards, managed customer returns and complaints closure. Implemented lean manufacturing techniques such as 5S, Kaizen, and Poka-Yoke to drive productivity and minimize rejection rates on the shop floor.

PROJECTS

Volvo Eicher Bus Plant, Baggad, Indore at TVSSCS

Maximizing Operational Efficiency through Value Stream Mapping: Reduced lead times by 15% through the elimination of non-value-added activities and the implementation of standardized work procedures.

Mahindra & Mahindra Spares (Automobiles) at Delhivery Ltd.

Maximizing Operational Efficiency through Data-Driven Route Optimization: An innovative volume, weight, lead time analysis for 20% cost savings and 30% improved delivery performance.

Swiggy Instamart (FMCG) at Delhivery Ltd.

Lean Inventory Management - Integrating ABC and FMS analysis: Aims to reduce operational lead time and inventory shrinkage >0.1%.

CERTIFICATIONS

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| • Lean Six Sigma Green Belt – KPMG | Mar 2019 |
| • Advanced Excel - ISPL Academy | Aug 2019 |
| • Supply Chain Planning - Coursera | Apr 2020 |
| • Tableau – Udemy | Present |