



VIKASH KUMAR

OPERATION MANAGER

📍 GURGAON, HARYANA, INDIA

📅 Jan 1991

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AWARDS & ACHIEVEMENT

March - Best Employee Award
Flipkart

April - Best Employee Award
Flipkart

May - Best Employee Award
Flipkart

Punctuality award
Flipkart

January - Best Employee Award
Grofers

March - Best Employee Award
Grofers

CORE COMPETENCIES

Inventory management skills.

Team management & Team building skills.

Manpower planning & management skills.

Productivity, efficiency improvement.

Problem resolution & Decision making.

Time management, Prioritizing

Efficient Operation Manager with 10+ years of experience in warehouse operations to meet continuous internal & external needs of supply chain management. Well-coordinated & decisive leader with expertise in team building & performance optimization. A solid history of success in developing and maintaining best practices for effective high-volume fulfillment. Capable team leader with good organizational skills. Enthusiastic personality and a good eye for detail.

PROFESSIONAL QUALIFICATION

Saraswati Institute of Tech & Mgmt. (UPTU) (Mar 2010 - Mar 2014)
B.TECH, Electronics & Communication Engineering

Kendriya Vidyalaya (CBSE) (Apr 2008 - Mar 2009)
Intermediate, PCM

Kendriya Vidyalaya (CBSE) (Apr 2006 - Mar 2007)
High School

CAREER WORK PATH

ANS COMMERCE PVT. LTD (ACQUIRED BY FLIPKART) (Sep 2022 - Present)
OPERATIONS MANAGER

"ANS COMMERCE India's leading e-commerce services provider helping brands connect with their customers."

❖ Accountable for running end-to-end warehouse operation for 20+ clients across 1 Lakh sq. ft. at the ANS warehouse along with 4 other 4PL warehouses.

❖ We are working as the B2B, B2C & D2C service providers for Flipkart, Amazon, Lakme, HUL, Dabur, Piramal, etc.

❖ Supervise up to 12+ executives, monitoring 100+ ground staffs weekly rosters & leading staff evaluations.

❖ Coordinate with the business team and the client to ensure smooth execution of the work within the defined TAT.

❖ Handling 4 external 4PL warehouses named Shiprocket & Prozo for all end-to-end operations.

❖ Scheduling and overseeing the ground team, and managing workow and quality to maximize efficiency and minimize overtime.

❖ Train and manage the warehouse team to solve day-to-day operational issues and reach short- and long-term performance goals.

❖ Ensuring mandatory registers, MIS reporting & records maintenance. Also preparation of daily, weekly & monthly management reports.

❖ Review and prepare workflows, staffing requirements, space allocations, and action plans that meet company standards for productivity, quality, and customer service.

❖ Coordinating with other departments for the betterment of operations and also cross deploying ground team to other departments during peak load.

❖ Maintaining a safe and healthy work environment by establishing and enforcing standards and procedures.

PATHWAYS RETAIL PVT. LTD (Jan 2021 - Sep 2022)
WAREHOUSE OPERATION MANAGER

"Pathways is an Indian on-demand online B2B & B2C seller service provider to the brands through multiple online portals. It was founded in December 2007 and is based in Gurgaon."

❖ I was handling 2 fulfillment centers (1.25L sq. ft. each) and was leading and managing 15+ senior associates and 100+ Associate.

❖ We were working as the B2B & B2C service provider for Flipkart, Amazon, Snapdeal, Tata Cliq, Paytm, Grofers, Moglix, etc.

❖ Provided consistent measuring, monitoring, and improvement of supply chain performance and KPIs (Key Performance Indicators).

❖ Warehouse and shipping performance reviews with the team to ensure their performance is up to standard.

❖ Demonstrated ability to manage time against multiple projects and priorities, and have strong data analysis, problem-solving, and decision-making ability.

MOST PROUD OF

Technical Skills

Proficient with ERP, SAP & Unicommerce, MS Excel / Word / PowerPoint.

Teamwork & Team Building Skills

Collaboration, Delegation, Goal Setting, Group Leadership.

Warehouse & Inventory Management Skills

Inventory & Stock Management, Stock Audits, Damage Control.

Planning Strategy

Analysing Issues, Decision Making, Project Management, Strategic Planning, Manpower Planning.

Physical Organization

Creative Thinking, Effectiveness, Productivity, Self-motivated, Hardworking & Enthusiastic

SOFTWARE KNOWLEDGE

Unicommerce

Worked at Pathways & ANS commerce company.

SAP

Worked at Reliance company.

ERP

Worked at Flipkart company.

GPOS (Grofer Point Of Sale)

Worked at Grofers company

MS-OFFICE KNOWLEDGE

MS-Excel

MS-Word

MS-Powerpoint

- ❖ Excellent organizational skills and attention to detail, ability to function in an atmosphere of constant change with detailed accuracy.
- ❖ Strong multitasking ability as well as the ability to manage deadlines in a dynamic, fast-paced environment.
- ❖ Identifies opportunities for cost and process improvements with Outside Service Providers - performance improvements.
- ❖ Develop, implement, and provide summary and detailed inventory analysis reports to management.
- ❖ Provide a work environment that adheres to compliance/ regulatory guidelines, ensuring performance against objectives.

RELIANCE RETAIL INDIA PVT. LTD

(Jun 2020 - Jan 2021)

WAREHOUSE DEPUTY MANAGER

“Reliance retail is an Indian on-demand online grocery delivery service. It was founded in 2006 and is based in Mumbai.”

- ❖ Taking accountability for delivering the daily performance targets in inbound & returns operations in the fulfillment center.
- ❖ I had to define, track and manage key performance parameters and work towards productivity scale-up.
- ❖ Working knowledge of SAP using different transaction codes in operations.
- ❖ Lead & manage 4+ supervisors & 50+ associates for inbound & returns process.
- ❖ Responsible for inbound management, team management, and quality in work & safe working environment.
- ❖ I was taking responsibility for independent shifts and manage the operations end to end.
- ❖ Taking follow up on mail regarding different kinds of issues while inwarding the material.
- ❖ I had to take care of the VRN, trip closure, and Put away within TAT & MRN should be closed on time.

GROFERS INDIA PVT. LTD (Blinkit)

(Sep 2017 - Jun 2020)

WAREHOUSE ASSISTANT MANAGER

“Grofers is an Indian on-demand online grocery delivery service. It was founded in December 2013 and is based in Gurgaon.”

- ❖ Accountability for the inventory of 14L (80K sq. ft.) & 3K+ SKUs of fulfillment center.
- ❖ Lead & manage 4+ supervisors & 70+ associates for inventory & returns process (receiving, putting & stocking).
- ❖ Directed all activities required to achieve target goals as per the process.
- ❖ As an inventory manager, I was monitoring the life cycle of the inventory of personal care products & Agri products like FMCG food & non-food, consumer durables, and household products.
- ❖ Responsible for inventory management, team management, quality of work & safe working environment.
- ❖ Well knowledge of inbound process & outbound processes.
- ❖ Accomplish forecasting of space in inventory for goods put away and ensure accuracy of inventory.
- ❖ Responsible for internal audit of stocks, migration activity & ESTO transfer.
- ❖ Ensure that productivity targets are consistently met as per the company norms. ❖ Given new initiative ideas for damage control & reducing variances.

FLIPKART INDIA PVT. LTD

(Jul 2014 - Aug 2017)

WAREHOUSE OPERATION EXECUTIVE

“Flipkart is an electronic commerce company headquartered in Bengaluru, India. It was founded in October 2007.”

- ❖ Accountability for the inventory of 28L Qty (1.2L sq. ft.) of Fulfillment Center.
- ❖ Effectively supervise daily inventory & returns operations to include staff supervision.
- ❖ Looking at the whole process of fresh & returns put-away of goods, stocking & stock audit in inventory.
- ❖ I had to look into Inventory management, quality of work & safety working environment.
- ❖ Well knowledge of inbound process & outbound processes.

INTERESTS & ACTIVITIES

Good athlete & Sports person.

Played volleyball at school & college level.

Reading - Books, Magazine

Travelling, Riding

LANGUAGE

Hindi

English

- ❖ Accomplish forecasting of space in inventory for goods put away and ensure accuracy of inventory.
- ❖ Evaluate and reorganize MIS data to appropriately utilize.
- ❖ Played an integral role in decreasing losses in inventory.
- ❖ I had to focus on time & make sure every time stock gets to its destination within 3 hours (D2S).
- ❖ I was the responsible person for monitoring the stock levels at the warehouse.

PROJECTS

Opsify
Software/Tool

The opsify is an online software/tool for warehouse supply chain management. This software helps in maintaining the productivity data and remove Google Sheet manual activity. I was leading this opsify all over India & it was successfully launched in the PAN India warehouse. It was successfully implemented all over India and it reduces the manual work for maintaining records of the department.

IPTS Tool
Tools

IPTS was a tool by which we can know the employee's productivity by entering the performance data in this tool. With the help of this tool, we can quickly know the overall performance of the employee and also the performance of the department.

Time motion study (TMS) & Value stream mapping (VSM)
Tool

This project is basically known for time management to work. It reduces the unnecessary activity we do during work. Also, it helps in minimizing non-value added things in the work. This will help in increasing the productivity of the employees

STRENGTH

- | | |
|--------------|------------------------|
| Hard working | Punctual towards work. |
| Enthusiastic | Motivated |