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To obtain a challenging & responsible position in a professional organization supporting the progress of myself and organization by polishing my skills and abilities.



Work History

2022-02 – Current

Planning & Optimization – Process Excellence

Mensa Brand Technologies Pvt Ltd, Bengaluru, Karnataka



- Heading end-to-end operation processes for Mensa's 4 brands ("Botanic Hearth, Villian, Trust basket and Priyaasi"), including Order Fulfilment, dispatches, delivery, escalations, returns, RTV, RTO, disputes, and GRN handling, ensuring smooth and efficient workflows across all functions.
- Streamlined data-driven and improvement in PO fulfillment Process, improving efficiency by 100%, logistics and optimized Deliveries by 90%, reducing errors by 95%. resulting in measurable impact at Company Growth and cost savings.
- Developed and presented detailed fulfillment reports to relevant stakeholders and Business team, ensuring clear communication and alignment.
- Expanded Mensa's presence in the Middle East by launching brands ("Villian," "Folkulture," and "Pebble") on marketplaces such as Noon and Amazon UAE. Achieved profitability within six months, with a CM2 of 11%, GMV growth of 65%, and 3K+ units sold.
- Generated detailed PnL and fulfillment reports, providing actionable insights and ensuring alignment with business objectives.
- Published Regional Utilization (RU) reports to monitor local, zonal, and national performance, supporting strategic decision-making.

2020-08 – 2022-02

- Spearheaded the onboarding of new brands across marketplaces, coordinating migrations and ensuring compliance with marketplace requirements.
- Centralized supply chain operations through warehouse integration, enhancing scalability and operational efficiency.

Partner Consultant – Process Excellence

MYNTRA DESIGNS PVT LTD, Bengaluru, Karnataka
(On Payroll of Randstad India)



- Leading charge of vendor management w.r.t onboarding and operational inclusion for partners.
- Creating playbook guide as "Seller University" for sellers to go through SOPs, policies, and alerts rendering better experience.
- Automation of vendor onboarding process to scale up entire marketplace business for Myntra.
- Responsible for day-to-day partner management tasks such as Brand Addition/Category Addition, Margin Changes, Warehouse Addition, Photoshoot creation, etc.
- Improving NPS for marketplace sellers through various projects and vendor trainings.
- Scaling Marketplace model for Myntra with onboarding major brands like Chemistry, Decathlon, Adidas over marketplace.
- Creating Seller Incentive and Commission Terms for SALE Events on real time basis.
- Setting up brand tag validation tool to ensure all compliant tags pre onboarding for better customer experience.
- Payment Recos with discount management.
- Channelizing Myntra warehouse with 3 party OMS(Operating management system)

2018-11 - 2020-05

Process Associate

Paytm Mall, Noida, Uttar Pradesh
(On Payroll of Qess Corp)



- Responsible seller's tickets for reimbursement (Return/RTO cases).
- Evaluating Damages/Wrong/Empty cases caused to order and measuring refund amounts.

2012-02 - 2014-11

- Guiding sellers to raise claims under Paytm E-commerce Seller Assurance (SOP, timelines).
- Responsible for escalation & provide solution (Sellers who has given negative ratings – Return Dept.).
- Claim preparation and sharing it with central team for payments.

● **Associate Consultant**

Airtel Ltd, Noida, Uttar Pradesh
(On Payroll of NSB BPO)



- Worked on Airtel Broadband Project.
- Activation & deactivation of Broadband connection basis requests received from Sales team.
- Responsible for Email escalations regarding Plans/Offer/Bill mismatch.
- Documentations for Airtel Broadband Connection
- ICRM updates using Customer enrollment form.
- Direct interactions with vendors(Airtel Distributors).



Skills

- Program Management, Data Mining & Analysis ●●●●● Excellent
- Stakeholder Management, Partnership building ●●●●● Excellent
- Agreement Management and Negotiation ●●●●● Excellent
- SOP and Workflow Building, Documentation ●●●●● Excellent
- Processes implementation ●●●●● Excellent
- Cross-Functional Team Leadership ●●●●● Excellent
- Excellent communication and interpersonal skills ●●●●● Excellent



Education

2022-06 - 2024-07

- **Master's in Business Administration- Operation Management**
Narsee monjee University – Mumbai

2014-09 - 2018-11

- **Graduate- Bachelor of Arts**
Delhi University - Delhi



Projects Undertaken



ERP Automation- Myntra Designs Pvt Ltd

- Iris new tool streamlining.
- Augmentation of PO terms validity.
- Migration of existing seller from different business models (JIT, FBM, OR/SOR) to PPMP of Myntra vendors.