

K PALLAVI DWIVEDI

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Synopsis

- MBA HR& Marketing with 4 years of experience in Supply chain Operations
- A MBA Graduate currently associated with Flipkart (Instakart Services PVT LTD) as Lead _Hub Operation
- Possess strong knowledge of ERP Migration, Casper, Team Handling , Achieving Target matrices ,Floor management,
- A Proactive leader with expertise in Process Improvement and Documentation, Vendor/stakeholder management , Planning and demand attainment .Analyzing supply chain data and performance, and training employees
- An Effective Communicator with Excellent Analytical, Team Building and People Management Skills.

PROFESSIONAL EXPERIENCE

Flipkart (Insta-kart Services PVT LTD)

Lead - March till date

Senior Executive- 2 Years

Executive- 1 Year

21th March 2023 to Present

01st April 2020 to 20th March 2023

27 June 2019 to 01st April 2020

JOB RESPONSIBILITY:

Managing End to end operation process

- Core Responsibility to ensure that the hub is running smoothly, efficiently, and safely, including planning, scheduling.
- To ensure that the team is well-trained, motivated, and working together cohesively to meet their delivery targets
- Plan and optimize the daily operation to ensure customer delight in the most cost-effective way.
- Maintaining accurate records of inventory, internal reports, and matrices target analyzing trends and patterns to optimize operations and improve customer satisfaction.
- Managing all the expenses incurred and petty cash for whole facility .
- Providing RCA of UD Bad escalation for whole Kolkata region and to take action plan for defaulters .
- Successful in uplifting Kirana model load share and conversion performance in Hub.
- Connecting with flipkart sellers to promote business and resolve their escalations timely and fairly
- Training and developing team members to improve their performance and enhance their skills.
- Interacting and collaborating with other stakeholders with respect to fleet availability , adequate manpower availability, regarding any technical issue and smooth process flow.
- Onboarding in house staff and delivery executives , mentoring and guiding team for high performance by optimising contribution level.
- Updating Daily Performance Reports for the whole Hub

Internship And Projects

- 2Months internship under Future Group (HR Department) - June2018-August2018
- Overall planning and execution of “Next Gen Hub Project” at Barasat Delivery Hub, First in WBSK cluster

JOB RESPONSIBILITY:

- Sourcing and validating candidates through various job portals and referrals.
- Taking interview rounds of selected candidates.
- Assisting and completing end to end hiring and onboarding process, using ERP – Sparsh
- Assisting Payroll team, with salary slip creation and negotiation process.
- Coordinating with 3rd party vendors regarding B.V process and in house training programs.

SOFT SKILLS

- Presentation Skills – ability to efficiently produce reports, and presentations
- Public Speaking – Gained confidence and learned to engage audiences with my creative speeches.
- Focus - Eye for details and making team understand their challenges and try to increase their productivity
- Go getter - Self motivator with positive attitude

ORGANISATIONAL SKILLS AND COMPETENCES

- Thorough knowledge: MS office ,
- Creative problem-solver
- Focused customer-service provider
- Team player & People management
- Discipline & time management
- Sustain under pressure

EDUCATION

- Master of Business Administration (HR& Marketing) 2017-19 Heritage Business School Kolkata (86%)
- Bachelor of Business Administration –2013-2016 Bengal college of engineering and technology Durgapur (84 %)
- Higher secondary-2013- ISC Board , Bidhan School(79%)
- Secondary-2011-ICSC Board, Bidhan School (77%)

Awards and Achievements

- Participated in Limca Book of Records Inter School Quiz
- Captain of School Volleyball Team
- Participation in seminar on GST ,NOVEMBER 3.2017 by joint collaboration of HBS and ICA education skill Pvt ltd
- Presented a colloquium on ‘Artificial Intelligence-Impact on Employment’
- Awarded 3rd position for business fair research project organized by HBS.

MS. K Pallavi Dwivedi

- ☐ I wish to make a positive contribution to your company and looking forward to discussing my capabilities in more detail. I am available for a personal interview at your convenience. Thank you for your time and consideration.

