

MONA NEEROSHA

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Objective

To acquire analytical/management position where analysis experience and managerial skills will significantly contribute to product and process development, increase in productivity and better market position.

Experience

ElasticRun

2022 - Till date

Station Manager

- **Roles and responsibilities :**

- 1. End to End Hub operation. Span of control includes 8 station of flipkart operation @ Rest of Karnataka.
- 2. End to End Hub operation and span of control includes 4 station of Meesho operation @ Rest of Bangalore.
- 3. capability to Manage the operations on both the vertical and worked as Regional Spoc .
- 4 .Serviceability Mapping HUB level in serviceability management .
- 5. Planning Manpower Availability for month on month in operations.
- 6. Cost control planning with team members to reduce the cost per shipments.
- 7. Untraceable/ Loss Monitor.
- 8. Investigation and resolving and recovery closing.

Achievements

- 1. Achieved 100% conversion during BBD 2022 at flipkart operation under guidance.
- 2. Achieved 90% conversion, 98% CSAT, Day 0 of 89 % P1D of 90% and 90% overall hub audit score in 2 months
- 3. Trained FE's in all process and metrics controlled fake percentage and improved CSAT percentage.
- 4. By better planning in BBD , achieved MTD target 91% conversion with nil pending losses.
- 5. In BBD we are able to achieve 90% conversion in critical pin codes.
- 6. Hub audit score of 90% and in hub culture scored 100 for work culture building with zero attrition for 1 year.
- 7. Two stations awarded as best hub with zero UD bad and Zero fake during BBD.

Instakart Logistics Pvt Ltd (Flipkart.com)

May 2021 - August 2022

Acting Hub in Charge (Team leader- 2)

- **Roles and responsibilities :**

- 1. End to End Hub operation. Span of control includes 4 TL's, 5 sorters, 45 FE's in Airport hub @ Bangalore
- 2. Manage the operations on both the shift
- 3. Analysis metrics like conversion, CSAT, RTO, RVP, Same day, day 2 and doing RCA for the same.
- 4. Training WM's on Customer experience, grooming. Clearing all pending shipments within SLA and achieved.
- 5. Hub layout redesigning for material flow and 5's to process maximum orders volume from same hub.
- 6. Less ad-hoc Van utilization and hub loss monitoring along with day to day escalation closer.
- 7. Inward, outward, Attendance, Van, cash, Short along with petty cash and excess shipment register maintenance.
- **Achievements:**
 - 1. Achieved 90% conversion in 1 month after taking in charge of hub incharge
 - 2. Trained FE's in all process and metrics controlled fake percentage and improved CSAT percentage.
 - 3. In BBD we are able to achieve 90% conversion in critical pin codes

2020 - 2021

Trivika international logistics

Team leader

Roles and responsibilities :

- 1) Manage the operations of transport cold stores
- 2) Ensured correct allocation of resources to meet delivery schedules.
- 3) Supervised the import and export loads and bulk cargo.
- 4) Manage the training and development

2018 - 2020

Karvy Next limit

Vendor management spoc and volume hiring

- 1) New Projects launch for QkyXpress like– Eat Fit, Swiggy Elite, Licious and Flipkart clients for deployment of manpower on target bases.
- 2) Hiring volume of TLs and delivery executives for all above mentioned clients
- 3) Preparing daily reports and reporting to higher end.
- 4) Conducting month on month RnR for the onroll and off roll employees
- 5) Maintaining of salary records month in solving salaries issues of employees.

2016 - 2018

The First advantage

Vendor management associate

Roles and responsibilities

- VMA (vendor management associate)

As background verification agent.

Education

2011-2014	T John institute of technology BE (ECE) 65
2008 to 2011	The Oxford polytechnic Dilpoma(ECE) 80 Karnataka vidhya shala SSLC 65

Skills

Programming language: Ms Excel,Ms word,power point slides presentation,windows98/2000/XP Fundamental in c,c++ ,VHDL,microcontroller,microprocessor.

Projects

Discrete wavelet transform- based satellite image resolution enhancement

Discrete wavelet transform- based satellite image resolution enhancement.

Satellite images are being used in many fields of research.

One of the major issues of these types images in their resolution in this paper,we propose new satellite images resolution enhancement technique based on the interpolation of the high frequency sub band obtained by the discrete wave let transform and input image.

Achievements & Awards

Best Outgoing Student 2011 from The Oxford Polytechnic.

Best Employee Award Oct 2019 at Karvy next Pvt Ltd

Interests

Listening to music

Hardware testing

Cooking

Photography

Languages

Read & Write : English, Kannada and Hindi

Speak : English, Kannada, Hindi, Tamil and Telugu

Personal Details

Marital Status : Married

Nationality : Indian

Gender : Female