

Major Rajinder Kaur

Strategist & Multi-faceted Operations & Supply Chain Professional | Ex Indian Army

Industries: E-commerce, Logistics & Supply Chain

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12+ years experienced Indian Army veteran and a seasoned operations and supply chain professional with a track record of spearheading cross-functional and cross-cultural teams across geographies to drive Supply Chain Operations and accelerate growth in multi-million-dollar organizations. Highly skilled in formulating and implementing operations, strategic sourcing & procurement strategies, managing end-to-end supply chain operations and facilitating smooth execution of critical missions and large-scale projects. Experienced in finalizing suppliers, developing vendors and recommending solutions for cost-effective procurement. Proficient in designing and streamlining innovative systems and procedures, creating budgets, and steering new initiatives to optimize cost, boost productivity and enhance revenue. Adept at fostering stellar relationships with teams, vendors, suppliers, government machinery and key clients to engage, inspire and provide compelling value to the stakeholders.

KEY MANAGERIAL SKILLS

Strategic Planning & Execution | Stakeholder Collaboration | Operations Management | Supply Chain Management | Strategic Sourcing & Procurement | Material Management | Budgeting / CAPEX / OPEX | Vendor Capacity Mapping | Business Continuity Planning | Project Management & Delivery | Business Growth & Revenue Enhancement | Process Optimization | Resource Allocation | Operational Excellence | Cost Analysis & Control | Change Management | Vendor Development & Management | Contract Management & Negotiation | Technical Acumen | Data Analytics | Compliance & Quality Control | Conflict Handling | Service Orientation | Cross-Functional Team Leadership | Training & Mentoring | Team Building | Client Relationship Management

DIGITAL SKILLS

MS Excel, Mini Tab, Programming Languages C, C++, Matlab, Power BI, Tableau, Python

AWARDS & NOTABLE ACCOMPLISHMENTS

- Rendered strategic guidance to **support critical missions** and recognized with appreciation for successful execution
- Spearheaded smooth & effective supply chain management **operations** of Indian Army including War-like Stores, Arms & Ammunition, Clothing Stores, Mobilisation Stores, Vehicles and Equipment
- Led **highly complex operational structures** for rendering a consistent alert posture in Indian Army
- Achieved **98% operational readiness** rate in Live Firing and operation worthy missions
- Administered **15+ mobilisations** involving movement of assets worth **INR 300 Cr** for deployment
- Implemented safe and incident free road convoy for 300 Kms in a difficult terrain for deposition of unserviceable assets
- Supported in relocation of a workshop comprising of **300+** resources and assets worth **INR 100 Cr** through Military Train, assessed requirements and initiated changes till project completion
- Scaled up the Business and become the No. 3 out of **25 FC's** | **Flipkart**

PROFESSIONAL EXPERIENCE

Fulfilment Centre Head | FlipKart

Guwahati, Assam, In | Dec '21 - Present

Inventory Value: INR 15 Cr | **Team Size:** 900+

Key Achievements | Process Excellence, New Business Setup, Business Growth & Revenue Generation

- Successfully defined, tracked and **achieved KPIs** like:
 - **163 IPP** (Items picked per person per hour) against the target of **90**
 - **22 Shipments packed per person** against **18**
 - Ensured **97% Compliance** against the target of **95%**
 - **2200 Inbound IPP** against the benchmark of **1400**
 - Reduced **TAT** from **8 hours** to **4.5 hours** with an inbound capacity of 1 L Qty
 - **80% productivity enhancement** against the planning figure of **70%**
 - **Optimized INR 14 cost** per shipment against the planning of **INR 22**
- Enabled **2X growth** within 3 months of operations

- Administering the first ever **Pink Facility (100% Diverse)** in North East at a large scale with **800** women employees
- Facilitated **24x7 operations** within women environment across NE part of the country
- Enabled **35% business** in the East Zone and **18%** across the Country
- Set up a new Fulfilment Centre (FC) **from scratch** beginning from handing over the Site to administering all functions including IT, HR, Finance, Facility and Infrastructure Management for smooth execution
- Enhanced Orders Per Day from **250 to 13K Orders Per Day** within a span of 6 months starting from building an Inward Process, Inventory Management Process, Outbound Process and Return Centre Management
- Boosted productivity by **80%** & achieved cost effectiveness per shipment from **INR 22 Cost Per Shipment (CPS) to INR 13 CPS**

People Management | Cross-functional Team Leadership & Stakeholder Management

- Spearheading cross-functional teams of **900+ employees** as a Fulfilment Centre Head/ Site Lead while reporting to the Regional Head/ Director
- Conducting **Reward & Recognition program** every month within in the site centrally to boost employee efficiency & retention
- **Collaborating with Regional Heads** of Project and teams across functions like Design, Consumables, Business Finance, HR, IT, Risk Management, Facilities & Administration, BD, Planning and Local POCs for smooth functioning of operations

Operations Management | Supply Chain Management, Project Management, Health, Safety & Environment (HSE)

- **Directing operations** while considering Health, Safety & Environment **HSE norms** for the manpower and the facility
- Sustaining the high level of **health and safety standards** at the workplace to create healthy environment
- Overseeing **metrics** like productivity, cost effectiveness, customer satisfaction while adhering to the functional breaches

Inventory & Material Management | Distribution Management, Audit & Compliance, Monitoring & Reporting

- Supervising an inventory worth **INR 15 Cr** for **30L locations** over a span of 1.50L sq. feet Facility
- Conducting **TAPA Audit** (Technology Asset Protection Association) being one of the pioneers in the Grocery Vertical for Flipkart to attain the highest standard of Asset Security

Factory HR Head | Hindustan Coca-Cola Beverages Pvt Ltd (HCCB) Ahmedabad, Gujarat, In | Aug '21 – Dec '21

Key Achievements | Strategic Sourcing & Procurement, Strategy Formulation, Process Excellence & Team Leadership

- Optimized the overall Cost Per Case (CPC) from **INR 1.80 CPC to INR 1.05 CPC** by streamlining processes by implementation of multi-skilling and multi-tasking on shop floor
- Driven Employee Engagement Score to **96%**
- Conferred with **"Great place to work"** award for the Goblej Factory
- Reduced absenteeism to **4%** among the employees including CL through effective controlling
- Enhanced the Rewards & recognition activities by introducing **Spot Awards** for the employees
- Implemented the Volunteer Release Scheme as a part of Plant **100:4 Plan**
- Designed and streamlined the **long-term settlement plan** for Operators of the Production Department by developing a culture of multi-skilling, multitasking and flexibility on the Shop Floor to enhance productivity by **89%**
- Boosted SLE from **70% to 89%** overall for all the Production lines
- Orchestrated trainings for the Plant staff consisting **150 and 350 Operators**
- Planned & executed **employee engagement programs** for the teams like Kaizen Competition, Employee Insight Survey, Focussed Group Discussions for the Plant to create healthy workplace, enhance productivity & boost employee retention

INDIAN ARMY EXPERIENCE

Senior Operations & Supply Chain Manager Tezpur, In | May '19 – Mar '21

Key Achievements | Operations & Supply Chain Management, Process Optimization, Automation & Operational Excellence

- Reduced **25% lead time** of procurement of spares and materialization of repairs orders by optimizing internal documentation process and closely interacting with internal agencies
- Created **effective database** to manage and organize unit's inventory by closely collaborating with IT department
- Steered **automation** in supply chain maintenance activities and documentation through integration of Workshop Automation Software Package with Technical Stores Section Inventory Management System package for effective inventory management
- Enabled **smooth operations** w.r.t. equipment repair facility including servicing & maintenance of equipment worth **INR 250 Cr**

Project Manager Patiala, In | Apr '16 – Dec '18

Key Achievements | Logistics Management, Procurement, Inventory Management, Internal & External Audits

- Independently **maintained the entire fleet** including vehicles, generators, communication equipment and small arms of a fighting unit with handful technicians
- Led the **logistics operations** including procurement & stocking of spares to enhance the equipment availability in operations

- Conducted **internal & external audits** of the assets of the unit worth **INR 450 Cr**
- Oversaw e2e overhauling of transporters of Indian Army including transition from unit location to Base Repair workshops
- Successfully led and managed **collaboration of a sub unit into the main unit** including transfer of resources like war-like stores, arms & ammunition, clothing, vehicles, sports and office assets worth **INR 60 Cr**

Technical Operations Manager

Patiala & Multiple Locations, In | Apr '13 – Mar '16

Key Achievements | Process Re-engineering, Logistics Management, Administration & Operational Excellence

- Initiated **on-site calibration** for Heavy Vehicles Fleet of Indian Army by closely collaborating with key stakeholders
- Upgraded **workshop procedures** by equipping the Repair Bay and improving Repair & Maintenance services to anticipate customer's requirements and meeting customer's expectations
- Oversaw logistics operations & administered **1500+** troops operational missions including Warlike Stores, Arms & Ammunition
- Augmented seamless availability of spares & services from **70% to 85%** during critical operations

Operations & Facility Manager

Dimapur, Nagaland, In | Apr '10 – Mar '13

Key Achievements | Operations Management, People Management, Training & Development, Diversity & Inclusion

- Strategized and executed Kaizen workshop with comprehensive maintenance capabilities for sustenance of a wide arena of sophisticated equipment including a fleet of **400+ stallions**
- Directed a cross-functional & cross-cultural team of **600 resources** in a mission-oriented and technology-driven environment
- Planned and facilitated **trainings & skill development** sessions and career progression counselling of team members
- Addressed personal grievances of staff while initiating **reward and recognition programs** to boost employee morale

TRAININGS & CERTIFICATIONS

- **Lean Six Sigma Green Belt** | KPMG | **Apr '21**
- **C Programming Language** | KarROX Technologies Ltd. | **Jul '04**
- **Embedded System Design** and Secured Grade A | Vishwakarma Institute of Technology | **Oct '07**
- **Inventory Management** | Rani Durgavati Vishva Vidyalaya | **Aug '13**

Other Courses

- **CBRN Warfare** (Chemical Biological Radiological & Nuclear Warfare) course from CBRN Training School, Bathinda | **2016**
- **Officer's Advance Electronics Engineering** course | Military College of Electronics & Mechanical Engineers, Secunderabad | **2015**
- **Advance Cyber Security** Course | Military College of Telecommunication Engineering, Mhow | **2014**
- **Staff Duties and Operational Logistics** Course | Headquarters Western Command, Indian Army | **2013**
- **QM Duties (Quarter Master duties)** Officer's Course | College of Materials Management, Jabalpur | **2013**
- **Corps of EME (Electronics & Mechanical Engineers)** Young Technical Officers course | Electronics and Mechanical Engineers School, Vadodra | **2013**
- **Pre-Commissioning Military Training** & Defense Studies | Officers Training Academy, Indian Army, Chennai | **2011**

EDUCATION

- Pursuing **PG certification** in Business Analytics from XLRI, Jamshedpur for academic session | **2022**
- **B.E. (Electronics)** from AISSMS Institute of Information Technology affiliated to Pune University | **2008**

KEY PROJECTS UNDERTAKEN

- Project SAHYOG - Launched a website in php for extending helping hand for people under stress
- Kaizen workshop for Ashok Leyland Stallions of Indian Army
- Organized various technical exams like Havaladar Major Technical Entrance Exam, Junior Level Proficiency Test, Exercise Vishvakarma at both Intra and Inter formation level for various technical trades of Indian Army
- Radio Frequency Based Direction Finding System