

Col A V S Pawan Kumar (Veteran)

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Headed the *Security, Loss Prevention, process compliance and internal audit operations* for South India at Reliance Retail Ltd. Mentored-Led-Built hi-performance winning teams specializing in Loss Prevention and Audit Compliances. A Military Veteran with 25 Years of Experience in Logistics and Supply Chain Management, Administration, Human resource and Inventory management, Procurement and Learning and Development.

CORE COMPETENCIES

Logistics | E- Commerce | Supply Chain Management | Security & Loss Prevention | Fraud Investigation & Mitigation | Risk Management | Mergers & Acquisitions (M&A) | Internal Audit & Compliance | Procurement | Contract Management

WORK EXPERIENCE

Head Security & Loss Prevention Operations (South India)

Reliance Retail, *Bengaluru*
(Mar 2020 – May 2023)

- The role entailed **strategizing, preparing, implementing, and ensuring** all issues end to end with respect to the complete spectrum of **security and loss prevention in all retail, logistics & supply chain businesses** across South India.
- Monitoring and Driving Loss prevention processes across **Brick-and-Mortar Retail sites. Pharma, B2B, B2C and E-Com businesses** of the region.
- Driven process and audit compliances across ~ **2000 retail stores and 400 supply chain centers/ warehouses** by heading a team of **650 on role and 6900 associates**.
- Enabled **M&A and Business consolidation** of new store acquisitions in South India by Reliance Retail, leading the team to ensure seamless transfer and business continuity across all business units.
- Ensuring **100% process compliance** of operational & loss prevention aspects to include all financial transactions, issues of customer complaints, supporting business development, and HSE aspects. Compliance is validated by checks & audits conducted on a daily basis
- **Investigating fraud and loss related to** E-com business, Cash related exceptions and misdemeanors as well as of physical store operations. Execute daily monitoring to detect and identify staff or customer-based frauds, post identification carry out a detailed analysis, and forward Investigation Report to the operational leadership. Advise Leadership on process formulation and monitor execution of the recommendations.

Indian Armed Forces

(Dec 1994 – Feb 2020)

- **25 years** of experience in the Indian Armed Forces with ~ **6 years of hands-on experience in commanding (CO) large-scale Logistics Establishments heading** Operations, HRM, Inventory/Warehouse, and Budget Management.
- Have been part of the **Ministry of Home Affairs (MHA)** and managed Capital and Revenue procurement as **Director (Procurement)** for all East Indian States for a major Para Military Force (**65000 personnel, INR 600 Cr.**)
- Served as the **Directing Staff (Training) at premier training institutions** of the Indian Army for training of Logistics Officers.

EDUCATION

Master of Business Administration (SCM), Rani Durgavati University,
Master of Science (Munition Technology), Rani Durgavati University.
Management Development Programme: College of Defence Management (CDM)
Diploma and Advance Diploma in Materials Management, Rani Durgavati University.
Bachelor of Arts (Industrial Relations and Personnel Management), University of Delhi.