

Divya Mulukala

Operations Manager

As an accomplished Operations Manager with over 7 years of experience, I excel in optimizing day-to-day operations, managing logistics and supply chain, and driving productivity and profitability. With a talent for building high-performing teams and fostering collaboration, I consistently achieve results through operational excellence and leadership. Adept at navigating complex business challenges and making data-driven decisions, I am a valuable asset to any organization seeking a results-driven Operations Manager.

✉ divya.mulukala92@gmail.com

📞 7989328244

📍 Hyderabad, INDIA

WORK EXPERIENCE

Operations Manager

Amazon Development Centre Pvt Ltd

06/2016 - Current

Hyderabad

Controlling center for 'Logistics Execution' across the Amazon Supply Chain network supporting multiple geographies – North America & Europe

Achievements/Tasks

- Manage day-to-day operations of the data curation in close coordination with last mile Tech & Science team, and ensure seamless reporting for the data quality improvement across their span.
- Managing and leading a team of ten individuals, overseeing the day-to-day activities, monitoring team performance, report on metrics and quality assurance.
- Managing operations with more than 150 transportation facilities for both the North American and European areas, as well as assisting locations to intensify operational improvements by making the best choices.
- Developed a tool validator with the program's team to save costs by minimising truck wastage while remaining obsessed about customers, saving 20% on transportation costs.
- Employing Excel, Python, SQL, and/or other data management tools to extract data from several databases in order to execute ad hoc reporting and analysis. Created interactive dashboard's using PowerBI and Excel to track team performance, SLA's and Quality.

CERTIFICATES

BEC Certification by Cambridge English

EDUCATION

Bachelor of Technology

Malla Reddy Engineering College For
Womens - Computer Science

06/2011 - 06/2015

Hyderabad

TECHINICAL SKILLS

Power BI

Python

SQL

Ms Excel

SKILLS

Team Management

Leadership

Program Management

Process integration

Performance improvement

Communication

Critical thinking

Problem-solving

VOLUNTEER EXPERIENCE

Employee Engagement And Welfare

Amazon Development Centre

12/2017 - 01/2015

Hyderabad

Tasks/Achievements

- Organise teambuilding exercises for the staff
- Event planning and hosting all-hands meetings
- Promote different talent surveys and team participation

HONOR AWARDS

Best Manager 2022 - Successfully managed remote work operations, trained and mentored 100+ employees, and tracked metrics to ensure productivity and efficiency.

Amazon development centre

LANGUAGES

Telugu

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

English

Full Professional Proficiency

INTERESTS

Dancing

Community Involvement

Travel