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## PERSONAL STATEMENT



"Experienced specialist in Logistics and Top Management with a demonstrated track record of optimizing supply chain operations, showcasing strategic leadership, and achieving operational excellence. Enriched by my background as a military veteran, I bring a unique perspective to adeptly address challenges and excel in high-pressure environments. Acknowledged for a proactive and detail-oriented approach, I leverage a diverse skill set to drive ongoing enhancements and succeed in dynamic settings. Proficient communicator skilled in implementing cost-effective strategies, ensuring regulatory compliance, and fostering synergistic expansion. A valuable asset for enhancing logistical efficiency and achieving top-tier management outcomes."

## CAREER SYNOPSIS

 AVP Operations, Bizlog Value Chain  Regional Operations Head, Ecom Express  
 Senior Manager Fleet & Operations, Sequel Logistics  Logistics Manager, Home Centre   
Senior Manager Logistics, Shreya Groups  Senior Airmen, Indian Air Force

## CAREER HISTORY



### **Bizlog Value Chain, Bangalore | 2022-Present**

As AVP of Operations at Bizlog, an ISO-certified reverse logistics firm, I oversee a team of 500+ and drive operational excellence and superior customer service. My role includes managing services like Returns and E-Waste Management, and Warehouse Relocation. I prioritize optimizing nationwide operations while maintaining ISO standards. My leadership style emphasizes communication, collaboration, and empowerment, fostering a responsible and growth-focused environment. Committed to exceptional customer experiences, I strategically lead firm-wide expansion.

### **Key Responsibilities**

In my role, I handle diverse logistics management responsibilities. This includes analyzing quality and error reports to enhance service quality, streamline operations, and align strategies with overall goals. I proactively manage risks and collaborate cross-functionally to enhance business alignment. By establishing measurable performance goals, conducting yearly evaluations, and ensuring SLA compliance, I ensure operational excellence and high-quality service delivery.

### **Achievements**

- Implemented a 365-day shift schedule, resulting in increased service availability.
- Achieved a 35% productivity boost by optimizing invoice handling procedures.
- Enhanced client satisfaction and unlocked new opportunities through regular reviews.
- Drove revenue growth by strategically implementing enhancements.
- Successfully reduced logistics costs by renegotiating freight rates.
- Ensured operational excellence and compliance through rigorous audits across all hubs.
- Led ISO 9001/14001/45001 certification processes through guided ISO Audit.
- Expanded reach by 40% through strategic hub establishment, leading to more serviceable areas

"These achievements showcase my aptitude for enhancing operational efficiency, client contentment, cost effectiveness, compliance, and facilitating industry growth and expansion."

### **Express Private Limited, Bangalore | 2016-2022**

As Regional Operations Head at Ecom Express, responsible for Karnataka and Kerala regions, I lead operations across 280+ Delivery Centers and 8 Hubs. My role ensures streamlined parcel transport in 2400 cities and 25000 pin codes. I emphasize communication, empowerment, and teamwork, cultivating a high-performing team of 3500+. Aligned with Ecom Express' values, I contribute to delivering top-tier e-commerce logistics solutions.

#### **Key Responsibilities**

In my capacity, I handle various logistics functions, including budgeting and resource allocation. I focus on ongoing enhancements, regulatory adherence, and overseeing complete warehousing and dispatch operations. Key responsibilities encompass negotiating freight rates, cost optimization, and upholding service standards. Leadership, team development, and sales negotiations contribute to operational excellence and client contentment. My commitment to innovation and compliance reinforces Ecom Express' position as a leading e-commerce logistics provider.

#### **Achievements**

Achieved complete coverage of serviceable pin codes in Karnataka, enhancing logistics reach and customer service.

- Established 157 operational delivery centers in the state, ensuring efficient and precise deliveries.
- Launched three new hubs, expanding the logistics network and optimizing shipment handling.
- Achieved cost savings by strategically renegotiating freight rates with vehicle vendors.
- Managed audits to ensure compliance with industry standards and internal quality measures across hubs and delivery centers.
- Improved operational efficiency and service coverage by implementing shifts at delivery centers.
- Enhanced delivery performance and productivity through process improvements and effective workforce management.
- Maintained Ecom Express' reliability as a top-tier logistics provider through a commitment to operational excellence and continuous improvement.
- Focused on exceptional customer service and innovative logistics processes to enhance customer satisfaction.

### **Sequel Logistics, Bangalore | 2014-2016**

As Senior Manager Fleet & Operations at Sequel Logistics, a specialized 'Critical Logistics' firm, I am responsible for fleet management, operations, and personnel oversight. Sequel Logistics holds ISO 39001:2012 certification, emphasizing its commitment to safe high-value road transport management.

#### **Key Responsibilities**

I manage various responsibilities to ensure secure and efficient logistics operations, including fleet and garage oversight, personnel management, and capital asset control. Prioritizing safety and ISO compliance, I aim to provide comprehensive and dependable logistics solutions in the 'Critical Logistics' sector. I am dedicated to maintaining top-tier standards in safety, quality, and efficiency within the supply chain management industry.

#### **Achievements**

- Successful ISO 39001 Audit, securing Road Transport Safety and Management Systems certification.
- Conducted pan India Branch Audit to standardize safety practices across locations.
- Implemented automated Fleet Management System for enhanced tracking and efficiency.
- Oversaw integration of CCTV and GPS for improved security and tracking capabilities.
- Led comprehensive driver's safety program, emphasizing training and best practices.
- Achieved 50% reduction in overtime through strategic planning and process enhancements.

- Maintained an impressive 98.5% on-time delivery rate for heightened customer satisfaction.
- Identified cost-saving opportunities, resulting in a 13% reduction in operational costs.
- Committed to continuous improvement, safety, and quality in logistics operations.
- Devoted to upholding top-tier safety and service standards for customers.
- Driven to cultivate innovation and excellence in fleet management and operations.

### **Home Centre, Dubai, UAE | 2011-2014**

As Logistics Manager at Home Centre, under Landmark Retail, I directed extensive supply chain and customer delivery operations. Overseeing a sizable team of 400+ staff and coordinating a fleet of 100+ vehicles, I ensured smooth and punctual product deliveries to exceed customer expectations.

### **Key Responsibilities**

Skillfully managed teams, coordinated supply chain activities, and ensured on-time customer deliveries. Utilized process optimization, efficient freight handling, and technology to maintain superior delivery services and operational efficiency. Proficient crisis management and robust vendor relationships played a key role in achieving market-leading success.

### **Achievements**

- Integrated Oracle Warehouse Management System, enhancing inventory control and warehouse operations.
- Introduced Global Distribution Management system for coordinated distribution across multiple locations.
- Established feeder warehouses strategically, improving delivery performance and customer satisfaction.
- Implemented shifts and night loading for efficient resource utilization, faster order processing, and enhanced service levels.
- Achieved a significant 15% increase in invoice handling and 26% increase in invoice value through optimized processes and resource allocation, concurrently reducing workforce and vehicles by 12%.
- Maintained consistent daily processing of 500 invoices, averaging a value of 3 million, reflecting commitment to efficient customer service.

### **Shreya Groups, Bangalore | 2008-2011**

As Senior Manager Logistics at Shreya Group of Companies, I strategically enhanced logistics efficiency by optimizing processes, stock flow, and goods movement. With a focus on customer service and cross-functional collaboration, I played a pivotal role in driving the company's growth and success in a competitive market.

### **Indian Air Force | 1992-2008**

As a Senior Airman overseeing the DMSS center, I managed a wide range of responsibilities, including general administration, supply chain management, team leadership, and inventory control. In a time-critical setting, I maintained seamless logistics operations, ensured prompt equipment procurement, and facilitated efficient communication. My leadership, problem-solving, and commitment to compliance and security standards played a crucial role in the center's operational efficiency and successful mission outcomes.

### **Knowledge Acquisition & Linguistic Proficiency**

- Post Graduation in Business Administration from Symbiosis Institute of Management Studies
- Master's degree in Sociology from Bangalore University
- Diploma in Computer Applications
- Proficient in English, Hindi, and Kannada languages

"My comprehensive education and multilingual abilities equip me for success in various sectors. The integration of business, sociology, and computer knowledge enhances my versatility."