**Amandeep Chauhan(Military Veteran)**

**🌏** Bangalore, India | **✆** +91 8826465511 | **🖂** x20amandeepc@iima.ac.in / amandeepchauhan313@gmail.com

 https://www.linkedin.com/in/chauhanamandeep/

**Senior Manager/Director**

Senior management professional with 18 years of overall experience including 14 years in diverse roles across the organizational hierarchy in the Indian Army. Seeking challenging senior managerial assignments with a reputed organization to utilize acquired skills in accomplishing organizational growth objectives

|  |  |
| --- | --- |
| Core Skills  **Risk Management & Governance**  **Operations Management**  **Program Management**  **Lean Six Sigma**  **Procurement & Vendor Management**  **Audit Management**  **Defence Logistics Policy & Strategy**  **Security Management**  **Fraud Investigation**  **Team Leadership** | Executive Summary   * Proven ability in managing risk and compliance, operations, supply chain, procurement and program management functions in India and abroad. * Successful track record of delivering multiple organization level strategic initiatives including head count optimization, new products development, strategic projects and digitization/automation improvement initiatives saving billions for organizations. * Proficient in establishing and scaling up operational risk & compliance programs and collaborating with 1st line of risk defence teams in client organization on identification, mitigation, tracking and escalation mechanisms. * Adroit in delivering the big projects/portfolios successfully by integrated planning of interdependent objectives, projects’ baselines on scopes, cost, schedule, and risks. * Adept at leading multiple verticals in operations management and business administration, capable of operating at tactical level to strategic planning as the situation demands. * An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail-oriented attitude. * Winner of Commendation Card by Head of United Nations Mission, Presidents silver medal- 2nd in overall merit in a batch of 550 officer trainees, Chief of Army Staff gold medal- 1st in overall merit in army college |

Professional Experience

**Amazon, Bangalore Apr 2021 - Present**

**Senior Risk Manager Level 7**

* Launched a new operation risk management and governance program covering three pan India businesses for Amazon transport operations for regulatory, legal, operational, financial, reputational, business continuity, information security and safety compliance.
* Identified 25 high operational risks through elaborate risk assessment and established 100% risk mitigation controls in Amazon India last mile transportation business.
* Developed and led the audit program to check process control effectiveness for delivery service partner network and retail partner stores covering 350+ 3P vendors operating from 1700 stations and 24,000 local retail stores managing network of approx. 90,000 delivery associates throughout India.
* Improved compliance scores of the network from 30% to 77% (+2.4X) in 2021 and +11% YOY by year exit 2022 by training the operations teams, vendor partners and internal compliance teams on risk concepts implementing strategic change to build compliance culture in the organization.
* Fixed four function level process non-compliances in 3P onboarding, offboarding, labour management and due diligence by targeted control assessments thus avoiding the potential regulatory actions and business continuity risk worth millions to the business.
* Cut down the probability of materiality of risk occurrence by 50% by implementing frequent risk-based inspections on five high probability and high impact risks.
* Led diversity, equity and inclusion initiatives for worldwide organization engaging with LGBTQI+ affinity speakers and mental health counsellors to organize 10 workshops for teams across NA, EU, APAC and MENA regions.

**Manufacturing Base Army, Bangalore Mar 2017 - May 2020**

**Head Operations (Strategic Defense Production)**

* Saved INR 6 Mn (10%) in logistics operations cost by targeted risk assessment of transportation process thus identifying and fixing gaps leading to theft and breakages.
* Set up 3 production lines to manufacture strategic spares for Army armed and mechanized units with a capacity to produce 100,000 units per month.
* Saved INR 50 Mn by onboarding six upstream suppliers to meet subpart manufacturing requirements with transfer of method engineering capabilities thus eliminating unreliable dependence on foreign suppliers.
* Saved 90 full time head count by leading a resource optimization initiative in a 1200 employees available pool and established a new cable production line.
* Managed 3 comptroller and auditor general compliance audits for the manufacturing base remediating 1 major and 36 minor observations over a span of 3 years.
* Supported spare requirements of specialized defence equipment worth billions with manufacturing operations of five divisions of 1200 employees with mix of assembly line and job shop production.
* Managed end to end procurement of raw material, production, warehousing and outbound logistics for the manufacturing base.
* Set up digital combat simulation equipment for training of the armed forces enabling 20 virtual reality simulated threat environments saving millions in ammunition, travelling time and wear and tear loss.

**United Nations, Israel Feb 2016 – Mar 2017**

**Director IT Projects**

* Spearheaded the delivery of a communication infrastructure project worth $10 Mn, in partnerships with internal and external stakeholders, law enforcement, and government agencies of Israel, Lebanon and Syria.
* Managed remote teams and global operations across 3 geographies Israel, Lebanon and Syria with teams from 14 nations including combat reactions team and extraction teams.
* Groomed and mentored the project team to include civil and IT engineering, procurement, sourcing, diplomatic relations, safety and combat from nationals of 14 countries operating from Israel, Syria and Lebanon.
* Maintained updated IT inventory for the organization for 1000 resources deployed in Lebanon, Syria and Israel delivering hardware based on the operational requirements.
* Delivered projects in volatile environment managing physical security, safety, investigations, travel security, vendor management, executive protection, and disruptive event management due to inter-governmental conflict.
* Conducted risk assessments and guided the audit team to conduct compliance audits of contingents from Ireland, Fiji, India and Nepal.

**Indian Army, New Delhi Mar 2013 – Feb 2016**

**Joint Director - Operational Logistics Directorate**

* Developed strategic plans for the Director General of Operational Logistics on movement of troops and resources as per risk and threat situation in the respective Army regional commands.
* Accelerated decision taking time by 10% by developing decision tree matrix to replace manual process for allocation and distribution of resources.
* Led pioneer project on integration of five isolated army logistics data networks to build central control and to create decision support system on allocation of 1+ Mn strategic SKUs stocked in distributed warehouses.
* Developed plans for cutting down resource mobilization time by 30% in different threat scenarios and developed playbook to standardize reaction to known scenarios.
* Ensured 0 incident on information security violations by creating advisories, hardenings servers and client systems and conducting compliance audits for 11 departments of directorate, 9 movement control units and 3 embarkation HQs in Army.
* Spearheaded 3 annual compliance audits by comptroller and auditor general for the directorate and 11 departments of directorate.

**Missile Maintenance Base Jul 2010 - Mar 2013**

**Head of Organization - Western India**

* Led end-to-end management of operations, administration, technical life support, mission reliability and sustenance of missile equipment, combat vehicles, weapons and instruments worth billions of rupees supporting combat operations of 1600 personnel.
* Prepared operational plans, proof of concept exercises and conducted actual battle simulations as per different risk and threat scenarios.
* Reduced 30% of manual processes by modernizing the maintenance bays with a Capex of INR 1.5 Bn thus improving the equipment maintenance cycle time by 25%.
* Reduced YoY Opex by 10% from INR 30 Mn to INR 24.5 Mn by expanding vendor network of spare parts within India and with OEMs abroad.
* Ideated and delivered one of its kind initiatives by developing a talent pool of 95 missile specialists to cater for requirement of pan army missile maintenance units.
* Set up different risk and threat scenarios to build operational plans, proof of concept exercises and conducted battle simulations for crisis management.

**Indian Army Dec 2004 – Jun 2010**

**Senior Operations Manager - Electronics and Mechanical Engineering Corps**

* Led technical support units managing operations, service delivery & safety and security of assets and facility management including finance, procurement, logistics, infrastructure & skill HRM.
* Led planning and maintenance activity to improve equipment availability. Designed and implemented process improvement initiatives.
* Conducted proactive/preventive/corrective, on/off site maintenance, scheduling, work assignment, supply chain, inventory, client satisfaction, risk assessment and mitigation, outsourcing and partner management, maintenance contract management, QA, performance metrics and audits

Projects

* Integration of Army Logistics Networks : The project to integrate data of defence inventory of 1 Million+ SKUs from 5 isolated logistics verticals. This was to empower Director General to make resource mobilization decisions using real time inventory position dashboards, 3 Years
* Communication Infrastructure Project for United Nations Force: The communication infrastructure of United Nations was broken due to civil war in Syria. The project was undertaken to develop this infrastructure again for seamless connectivity between UN forces in Syria, Lebanon and Israel, 1 year
* Manufacturing Unit Automation Project for Manufacturing Base Army: The Army manufacturing unit was functioning with offline planning, scheduling, job order management, job method engineering. This project automated this process integrating works departments and five production units saving 60 work days a month, 6 months

Education

* Master of Business Administration (MBA)- Indian Institute of Management Ahmedabad
* Master of Technology (Computer Technology)- JNTU
* Bachelor of Technology (Electronics) – JNU

CERTIFICATES

* Project Management Professional (PMP), member of PMI
* Lean Six Sigma Green Belt
* Finance Risk Manager (Vskills)

Personal Details

* **Languages Known:** English, Hindi, Punjabi and Marathi