

Neha Patil

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Logistics & Supply Chain | Strategy & Management Consulting | E-Commerce Operations

PROFESSIONAL SUMMARY

Strategy and operations professional with 9+ years of global experience across management consulting, digital manufacturing, and large-scale operations, delivering end-to-end initiatives, process automation, cost optimization, and KPI-driven execution across Amazon last-mile and Same Day Delivery, automotive manufacturing and digital process excellence at Mercedes Benz Research & Development India, and global transformation programs at Infosys Consulting and Capgemini Invent.

EDUCATION

Mannheim Business School, Germany — MBA | December 2021

Savitribai Phule Pune University, India — Bachelor of Engineering, Mechanical | June 2015

PROFESSIONAL EXPERIENCE

Amazon — Munich, Germany

Operations Manager I | February 2025 – Present

- Led the end-to-end launch of Amazon Same Day Delivery operations in Germany, partnering with Delivery Service Partners (DSPs) and Speed Mobility Partners (SMPs) to achieve on-time readiness, scale daily volume by 175% in four months, and deliver a 40% improvement in partner performance and ~60% productivity gain, raising TPH from 25.4 to 40.8 through workflow and staffing optimization.
- Built and scaled a high-performing operations team by 400% within four months, while maintaining 100% engagement and inclusion scores and achieving a top 25% manager rating score.
- Owned and improved key Last-Mile KPIs including On-Time Delivery (>99%), First-Day Pickup Success (>96%), and Lost DPMO (-50% improvement) while maintaining strong control over Late Delivery DPMO, Undeliverable DPMO, Package-Level Depart Compliance (>99%) and First-Day Delivery Success through data-driven execution.

Infosys Consulting — Munich, Germany

Consultant | April 2022 – January 2025

- Led the end-to-end SAP migration (Agora) across multiple countries, supporting a global rollout that reduced process and system complexity by ~30% while driving standardization and on-time delivery through cross-functional alignment.
- Managed multi-region project workflows, risks, and interdependencies, ensuring seamless execution across geographically distributed teams.
- Drove structured stakeholder engagement and governance, maintaining comprehensive documentation and providing regular leadership updates to support decision-making.

Capgemini Invent — Munich, Germany

Management Consulting Intern | October 2021 – December 2021

- Delivered strategic consulting support for 3 leading automotive clients, contributing to mobility and digital transformation initiatives through structured analysis and recommendations.
- Conducted in-depth market and competitive research across 5+ mobility and digital service segments, supporting client strategy development and prioritization.
- Analyzed emerging trends in mobility services, digital platforms, and EV ecosystems, translating insights into actionable inputs for project roadmaps.

Mercedes-Benz Research & Development India — Pune, India

Senior Product Design Engineer | October 2018 – December 2020

- Led Body-in-White (BIW) process planning using DELMIA, performing virtual analysis and optimization of car body joints to improve manufacturability and quality.
- Designed and standardized inspection plans for destructive and non-destructive testing, strengthening BIW quality assurance.
- Delivered ~80% cost savings (2016–2019) by optimizing and automating core planning processes, significantly improving operational efficiency.

- Established the Centre of Competence (CoC) at Mercedes-Benz R&D India, building the team from 4 to 15 members and expanding operations from 1 to 9 global plants across Europe, Asia, and North America; recognized with the Departmental Star Team Award (2019).

Product Design Engineer | August 2016 – September 2018

- Designed and validated BIW weld fixtures and fittings, improving accuracy, repeatability, and production readiness.
- Drove process innovation by developing a Body Shop Management based product study framework, eliminating manual and repetitive tasks.
- Achieved a 60% reduction in BIW product study time, significantly improving cycle time and overall operational efficiency.

Graduate Engineer Trainee | November 2015 – July 2016

- Planned and executed the first-ever rollout of the RDS SaaS platform at Daimler Rastatt and scaled global deployment, while building and leading a 4-member implementation team and training engineers at Mercedes-Benz R&D HQ.
- Standardized data setup and governance for Body Shop Joining Technologies, ensuring alignment with quality and production standards.
- Defined BIW baseline process and quality parameters, improving first-time quality and reducing inspections and rework.

CERTIFICATIONS

- Scrum Master Certification
- PMP Certification Training — Edureka (Certificate ID: GM17RXMH6)
- German Language Level B2 — Goethe Institute
- Management Analytics — Mannheim Business School

ACADEMIC PROJECTS

Roche — Mannheim, Germany | Project Intern | June 2021 – September 2021

- Conducted holistic financial assessment of Lean and Operational Excellence initiatives in Pharma.

Automotive Research Association of India — Pune, India | Student Intern | June 2014 – June 2015

- Designed and analyzed Epicyclic Gear Train for tractors.

TOOLS & LANGUAGES

IT Tools: MS Office, MS Excel, MS PowerPoint, ANSYS, Catia, NX, Matlab, C Programming, MES, Google Analytics, Tableau, Power BI, SQL, DELMIA, Python, R, Jira, Confluence, Smaragd (Engineering Client)

Languages: English | German (B2) | Hindi | Marathi