

# Manisha Rajak



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Sahu Rice Mill Behind Chhawani, Banda,  
India

## Experience

### Amazon

#### Transportation specialist

- Cater to the scheduling demands of carriers in 56 Fulfillment Centers (FC) across Europe.
- Resolving cases cut by carriers and helping ease out the delivery of freight to FC within the SLA.
- Delivering the SLA of 4 hours to all the carriers for giving them the appointment in accordance to Supply Chain and Operations planning figures.
- Automating various tools used by internal Transportation Specialists to reduce manhours of unproductive work hence driving productivity for the team.

### FLIPKART

#### Operation Analyst

- Closing of day to day customer escalations and working on the loopholes by analyzing the month on month data to improve the customer satisfaction.
- Monitoring Re-inventorization on weekly basis and developed a process to control RTO shipment damage.
- RVP monitoring on a daily basis to reduce breach
- Design of the movement of packaging material
- Loss and penalty closure of the shipments
- COD reconciliation with Account Receivable report in collaboration with zonal finance team(east)

## Education

### MBA

IITTM Bhubaneswar

75%

2018 - 2020

- Major - Tourism and Travel management
- Minor - Operation management

### B.TECH (Computer Science and Engineering )

63%

JK Institute of applied Physics and Technology

2013 -17

- Major- Computer science & Engineering

### INTERMEDIATE SCHOOL (12TH)

88.02%

Sarswati Balika Vidya Mandir Kenpath Banda

2013

### HIGHER SECONDARY SCHOOL (10TH)

80.09%

Sarswati Balika Vidya Mandir Kenpath Banda

2011

## Internships

### Operations (Summer Intern)

IRCTC

2 months

### Summer Intern

IIT GUWAHATI

2 months

- Project on Cayley Graphs on Alternating and Dihedral Groups

## Skills and Abilities

- MS office, SQL, R&D ,Excellent Communication
- Teamwork and Stress Tolerance
- Strong business acumen & proven expertise in maintaining the work at the right time
- An enterprising leader with strong analytical, problem solving & organizational abilities
- Manpower management & handling process flow for work
- To provide team with a work environment which is favorable for high workflow in organization
- To maintain the KRA and growth performance of the team

## Accomplishments

- Certificate Of Excellence by THE CENTRAL RAILWAY EMPLOYEES' COOPERATIVE CREDIT SOCIETY LTD., BYCULLA MUMBAI (2 times)
- TOP 5 in SSC in district.

## Hobbies

- Reading novels
- Meditation
- Travelling
- Yoga