

# BALA SRAVAN KUMAR.YERUVA

MBA OU Hyderabad

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## Fulfilment manager – CENTRAL FULFILMENT OPERATIONS TEAM

I have 6 Years of extensive experience leading operations, projects, and staff in various fields of operations and learning and development. Proven track record in guiding size cross-functional teams in the design, redesign, and launching of training edge business solutions, driving greater efficiencies, engagement, and serviceability. Expert presenter, negotiator, and businessperson able to forge solid relationships with strategic partners and build consensus across multiple organizational levels.

### ***Core competencies include:***

Strategic Business Planning, Process Redesign & Change Management, Relationship Management, Training Programs, Recruiting & Staffing Initiatives, Team Building & Leadership, Budgeting & Cash Flow Optimization

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### SELECTED ACHIEVEMENTS

- Multiple times received appreciation from the Business Unit on the Performance Standards in CTS
- “One More step ahead” is so special from SWIGGY for adding something to the existing in Swiggy
- Participated in multiple activities organized by Apollo & SWIGGY within Business

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### EDUCATION

- OSMANIA UNIVERSITY, (SRI INDU PG COLLEGE) MBA in Accounting and Finance (2017)
- OSMANIA UNIVERSITY, (VIVEKANANDA DEGREE COLLEGE) BCOM in Computers (2014)
- BOARD OF INTERMEDIATE EDUCATION, AP, (VIDYANIKATAN JUNIOR COLLEGE) CEC (2011)
- BOARD OF SECONDARY EDUCATION, (ST PAULS HIGH SCHOOL) High school Education (2009)

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### PROFESSIONAL EXPERIENCE

NETRI Health Care Private Limited

Nov 22 - Present

### **Procurement & Fulfillment In charge, Central Operations**

In NETRI Healthcare Private Limited, Brand: “Hera”, I take care of new product development along with central order fulfillment for PAN INDIA.

The Specific duty of Procurement includes from Ideation to the final product that includes finding the proper vendor, Labeler, Manufacturer ensure the final product get shipped to the warehouse without any hassles and carries a minimum shelf life prescribed by the lab for an product. Methods followed with FIFO and LIFO for a product with proper GRN, PO and Final payments.

Being a Fulfillment in charge I ensure the order get delivered to the CX without any hassles.

It is followed with the order confirmation to the delivery. Once the order place to till it reaches to the customer, I completely taken care of order processing, dispatch, assigning and logistics. (Till it reaches to the CX)

It is a PAN India operation for the brand HERA and it also following with reports and analysis by following the market trends and aiming to meet the SLA within TAT's.

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**Executive order follow up – Central Fulfilment Operations Team, Operations**

In Apollo, I take care of Central Fulfilment Operations for Telangana (Excluding Hyderabad) & Andhra Pradesh

The specific duties of Fulfillment operations include formulating strategy, improving performance, procuring material and resources, and securing compliance. I ensure to mentor my team members, find ways to increase the quality of customer service, and implement best practices across all levels.

**Essential Job Tasks:**

- Currently handling 1<sup>st</sup> & last mile for 2 Hours Delivery Operations for cities Telangana (Excluding Hyderabad) & Andhra Pradesh
- Make sure to find the stock availability which I am handling cities for the orders not able to fulfill
- City Operations - Handling 2 Hours TAT operations for the cities Telangana (Excluding Hyderabad) & Andhra Pradesh
- Handled Daily orders, and cash management.
- Preparing Weekly roster to riders.
- Sending credit notes to Account's team to deduct in rider Payout.

Bundl Technologies Pvt Ltd, Hyderabad

SWIGGY is India's largest and most valuable online food ordering and delivery platform FEB 15 – FEB 20

Delivery Manger, Procurement & Warehouse management (FEB 15 -DEC 18)

**Procurement**

- Identifying potential supplier sources
- Negotiating good supplier agreements
- Scheduling the Interviews with Procurement manger & potential vendors
- Managing supplier and vendor contracts
- Maintained required documents records for Contracts.
- Interact with suppliers daily to resolve transactional issues and gather critical information invoices, tracking info, tax docs.
- managing projects to improve procurement processes.
- resolving invoice price and terms discrepancies to enable order processing

**Warehouse:**

- Achieve high levels of customer satisfaction through excellence in receiving, identifying, dispatching, and assuring quality of goods.
  - Measure and report the effectiveness of warehousing activities and employee's performance.
  - Organize and maintain inventory and storage area.
- Ensure shipments' and inventory transactions' accuracy.

- **Virtual Fleet Manager, Operations (JAN 2019 – FEB 21)**
- Managing a team of 500-950 Pickup & Delivery Partners directly daily
- Drive Pickup & Delivery partner efficiencies assigned at an individual level.
- Conduct classroom/ field training at the individual level for a better customer experience.
- Conduct regular field audits for better compliance among Pickup & Delivery Partners.
- Manage and control voluntary attrition and control absconders by conducting regular engagement activities.
- Provide feedback at the individual level and conduct weekly one-on-ones to understand problem areas.
- Operational task Features and the Roles & responsibilities of every dept they opted
- “Always be careful” safety measures like wearing a Helmet, riding safe, maintaining speed limits, following traffic rules, etc...

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**DECLARATION**

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I hereby declare that the above-mentioned information is true and correct to the best of my knowledge

Place :

Date :

(BALA SRAVAN KUMAR)