

Sukritha Krishnan

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Dubai, UAE



EDUCATION

IGNOU

Master of Commerce
2023 | Vadakara, Kerala

LONDON COLLEGE

Advanced Diploma in Logistics
and Supply Chain Management
2022 | Kochi, Kerala

KANNUR UNIVERSITY

Bachelor of Commerce
2020 | Kannur, Kerala

SKILLS

- MS Office
- Customer Handling
- ERP Systems
- Effective Communication
- Inventory Control
- Freight Management Software
- Team Management and Leadership
- Resourceful Time Optimization
- Prompt and Efficient
- Interpersonal Skills
- Supply Chain Management
- Problem solving and conflict resolution

ADDITIONAL INFO

LANGUAGE

- English (Proficient)
- Malayalam (Native)
- Tamil

PROFESSIONAL PROFILE

Motivated and results-driven operations professional with over an year of hands-on experience in logistics, team leadership, and warehouse coordination. Proven ability to manage teams, streamline workflows, and maintain operational efficiency. Gained strong foundational knowledge during an internship at New Age Software Solutions, followed by a year as a Team Leader at Flipkart, where I led daily order fulfillment, handled customer escalations and inquiries consistently delivering high levels of satisfaction through strong communication and problem solving skills. Most recently worked as a Warehouse Operations Assistant at Noon Ltd, handling inventory, reporting, and communication tasks.

WORK EXPERIENCE

NOON LTD. | Warehouse Operations Assistant

March 2025 – July 2025 | Dubai, UAE

- Efficiently managed daily warehouse operations, including inventory tracking, order processing, and dispatch coordination, ensuring smooth workflow and on-time deliveries.
- Facilitated stock receiving, sorting, shelving, and cycle counting to ensure real-time inventory accuracy.
- Coordinated with vendors upon product delivery, verified invoices, ensured product accuracy, and uploaded all relevant documents to the system
- Facilitated accurate picking, packing, and labelling of online customer orders to guarantee swift and error-free deliveries

FLIPKART | Team Leader

October 2023 – December 2024 | Kasargod, IN

- Led and managed a high-performing team of delivery associates, consistently surpassing performance targets and ensuring seamless daily operations.
- Optimized workflows and resource allocation to streamline operations, ensuring on-time delivery goals were consistently met within stringent deadlines.
- Effectively resolved operational issues, missed deliveries, damaged goods, and customer complaints, achieving a 90percent resolution rate within 24 hours.
- Compiled and analyzed daily performance summaries to drive data-informed decisions and optimize team productivity.

NEW AGE SOFTWARE SOLUTIONS (INDIA) PVT. LTD. | Intern

September 2022 – February 2023 | Chennai, IN

- Gained hands-on experience with freight management software, accurately inputting and updating shipment data to enhance operational efficiency.
- Coordinated with suppliers, carriers, and clients to track shipments, address delays, and ensure on-time deliveries, consistently maintaining high levels of customer satisfaction.
- Supported the documentation process for shipping and customs clearance, ensuring all shipments complied with international trade regulations and local customs requirements.
- Tracking and tracing services to monitor the progress of shipments throughout the transportation process and keeping client informed about their cargo's status.

COURSES AND CERTIFICATIONS

- Certified in SAP-Material Management, Sales Management, Warehouse Management
- Certified in Logistics Sector Skill Council
- Certified in Career Development Council of AMS