





Satej Upadhye

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Professional with over 18+ years of experience in Data Management, Accounting, Sales and Business Development and Currently Leading Operations in Freight Forwarding and Relocation Domain. Also being in operation, do add on Task of Methodically Gathering and examined data, deriving valuable insights, and presenting data driven recommendations from Business analysis standpoint.
I possess strong multi-tasking skills, with ability to simultaneously manages several projects and schedules.
Excellent public-facing person for clients and stakeholders with efficiency focused.

EXPERIENCE

June 2023 - PRESENT

Crown Relocations

Branch Manager - Operations

- Handling Branch Operationally – Mumbai / Pune / Ahmedabad
- Accomplishes department objectives by Managing Staff
- Plans and Evaluates department policies, processes, priorities, and performance goals
- Maintaining staff by recruiting, onboarding, training, assessing, and promoting employees
- Ensures that their department is on track to meet performance goals and adjusts based on performance data as needed.
- Ensures that staff have the resources they need to complete their work in an optimal manner.
- Acts as a liaison with senior level management and other department managers by developing productive, collaborative relationships and utilizing clear and effective communication.
- SOP adherence and maintaining KPI
- Prepares reports for senior level management to help track their team's progress.
- Converted Data into actionable insights by predicating predicting and modeling future outcomes.
- Utilized MS SQL, DATA Warehousing programs, Tableau, and other dashboard / visualization toolsets for data intelligence and analysis
- Monitoring Reports generated by team and assisting them to get report finalized.
- Identifying, recommending and implementing the suitable tools, techniques and templates which are required to load the data on Interact and DMS.
- Guide introduction, validation and analysis of operations dashboards, WIP and data analysis.
- Engaging with key stakeholders and client subject matter experts.
- Developing program SOPs Ensuring services are delivered using best in class practices.
- Successfully adhered to company data governance standards and managing operational project – received “Best Manager of the year Award – 2023-24”

October 2017 – June 2023

DHL logistics Pvt. Ltd

Deputy Manager – International Supply Chain - Operations

- SOP adhere for all ISC nominated shipments
- Follow up with Local shippers / Overseas Consignee / Buying House / Carrier / CHA for smooth functioning of shipments.
- Plan the shipments as per requirement and SOP of consignee / Overseas office and shipper.
- To ensure Sop / Rates in place on biz confirmation and follow up with Network for updated rates.
- Working closely with shipper, consignee, control tower team and carrier for any queries and shipment issues

- Working and Distribution of P&L and Cash AR reports for Pan INDIA
- Prepares reports for senior level management to help track their team's progress.
- Identifying, recommending, and implementing the suitable tools, techniques and templates which are required to load the data on CW1.
- Guide introduction, validation and analysis of operations dashboards, WIP and data analysis.
- Data validation, creation of data and reviewing data by using MS Excel.
- Handling 7 client projects with 3 different entities including administration, organization of project meetings and plans.

September 2015 to Aug 2017

IGL Relocation

Head of Business Development Pan India and Sales Manager – Mumbai / Pune

- Identified, analyzed and executed new and potential service , markets and advertising opportunities
- Collected and analyzed data on established and prospective customers, competitors and marketing channels and sources.
- Prepared reports that interpret consumer behavior, market opportunities and conditions. marketing results, trends and investments levels
- Utilized Google Analytics and Google Tag Manager and Implemented new scripts that increased performance 25%
- Working on collected Data to prepare dashboard and presenting same to Management team on quarterly basis
- Generating Sales and Getting corporate registered for future business
- Monitoring Jobs till it gets closed.
- Monthly revue with Pan India Sales team
- Working closely with corporate clients to sustain business.

December 2011 to August 2015

Emovers

Sales Account Manager

September 2010 to December 2011

All Cargo Global Logistics Ltd

Front Desk Officer– Accts Receivable

February 2010 to August 201

CSAV Group Agencies (India) Pvt Ltd.

Accounts Executive – Payable

March 2007 to January 2010

WNS Global Services

Customer service Executive

June 2005 to February 2007

Kale Consultants Limited

Discrepancy & Disputes (CSE)

AWARDS AND RECOGNITIONS

- Achiever of the Quarter – DHL logistics Private Limited
- Best Branch Manager – PAN INDIA – Crown Relocation

Hackathon Great Lakes

- Participated in Hackathon organized by Great Learning as part of PGP - AI course.
- Analyzed data through EDA to predict passenger satisfaction on Shinkansen (Bullet Train)
- Utilized models such as CART, Random Forest Regression, Boosting, Bagging, Naive Bayes Classifier, and Logistic Regression to reach 0.9513791 accuracy.
- Ranked 4th in competition with other models showing similar performance.

ACADEMIC DETAILS

- BCOM
Mumbai University - 2004

Certifications

- Post Graduate Program in Artificial Intelligence and Machine Learning
The University of Texas at Austin
- Lean Six Sigma Green Belt
Benchmark – 2021
- IATA / UFTA
IAFD -2005

SKILLS

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|-----------------|-----------------|
| • Compliance | • Tableau |
| • MS Office | • Python |
| • MS SharePoint | • Visualization |

ACTIVITIES & INTERESTS

- | | |
|------------------|------------|
| • Football | • Teaching |
| • Social Service | • Travel |
| • Cricket | • Chess |

DECLARATION

I hereby declare that the information furnished above is true, correct, and complete to the best of my knowledge.