

SHAHABAS CP

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PROFESSIONAL SUMMARY

Dynamic and results-oriented Operations Team Leader with over 1.8 years of experience in managing logistics and supply chain operations at Flipkart. Proficient in team leadership, operational process optimization, and achieving KPIs in fast-paced environments. Expertise in hub operations, shipment coordination, and ERP systems, with a proven track record of enhancing efficiency, reducing stock variances, and maintaining high levels of customer satisfaction. Skilled in problem-solving, resource allocation, and team training to drive organizational success.

EXPERIENCE

Operation Team Leader

Instacart Private Limited (Flipkart) | Nov 2022 – Aug 2024

- Supervised a team of 30+ employees, achieving a 98% on-time delivery rate and reducing customer escalations to zero.
- Managed day-to-day hub operations, including shipment sorting, resource allocation, and cash reconciliation using ERP systems.
- Reduced stock variance by 15% through stringent inventory monitoring and accurate reporting.
- Implemented new policies and procedures, improving operational efficiency and reducing delivery delays by 10%.
- Trained team members on process adherence and operational standards, fostering a high-performance culture.

EDUCATION

Bachelor of Commerce in Logistics and Supply Chain Management

Bangalore North University (Koshy's Institute of Management Studies) | 2019 – 2022

- Grade: A (First Class with Distinction)

SKILLS

Technical Skills:

- ERP Systems, Microsoft Excel, Microsoft Word, Microsoft PowerPoint
- Inventory Management, Supply Chain Optimization

Soft Skills:

- Team Leadership, Operational Management, Problem-Solving, Communication, Critical Thinking

LANGUAGE

- **English:** Fluent (Reading, Writing, Speaking)
- **Malayalam:** Fluent (Reading, Writing, Speaking)
- **Hindi:** (Reading, Writing, Speaking)
- **Tamil:** Conversational (Speaking)

ACHIEVEMENTS

- Reduced delivery delays by 10% through optimized route planning and process improvements.
- Successfully achieved zero customer escalations for 18 months by addressing grievances proactively.
- Improved data accuracy by 20% through ERP process streamlining.