**RUPAL KADIAN**

E-Mail: rupalkadiyan@gmail.com || Mobile: +91- 8447732440

**Aspires to pursue assignments in logistics & supply chain in a reputed organization & to use my expertise for organizational goals & grow professionally.**

Preference: India and Overseas

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**PROFESSIONAL SYNOPSIS**

* A budding management professional with **4.8** **years** of experience in e-commerce, courier & cargo industry **Operations.**
* Proficient in planning resources and handling operations manpower.
* Proficient in designing new delivery network and providing substantially cost saving route optimization solutions.
* Distinction of functioning as key resource for the company due to outstanding performance and contributions.
* Proficiency in building and maintaining healthy business relations with customer, enhancing customer satisfaction matrices by achieving delivery & service quality norms.
* Has the ability in handling multiple priorities, with a bias for action and a genuine interest in personal and professional development.

**CORE COMPETENCIES**

* **Surface Operations**
* **Route Optimizations**
* **E-Com Operations**
* **Logistics Management**
* **Contract Management**
* **Vendor Management**
* **Fleet Management**
* **Formulation of Policy Training & Development Manpower Mgmt**
* Devising action plan regarding a new resource planning that incorporates more flexibility and scalability in order to compensate emerging business contingencies.
* Interfacing with high level & low level executives both internally/externally in a professional & effective manner.
* Ensuring efficient executions of routine operations, in a manner that conveys a positive and proactive impression to all employees.
* Planning operations emergencies on daily basis and handling these as per relative emergency.
* Controlling multiple locations on day to day basis and arranging what is required.
* Supervising the inbound and outbound operations of multiple locations.
* Planning cost effective new delivery and pickup model.

**PROFESSIONAL EXPERIENCE**

**July’15-Till date with Flipkart India Pvt Ltd**

* Handling 45000sqft hub with daily processing of Resort & Marketplace load upto 1 lakh shipments.
* Managing upto 150 manpower which includes 135 assistants, 10 floor supervisors & 5 sr. executives.
* Implemention of 5S in hub, calculating TIMWOOD for LEAN Waste Management Process.
* To keep all ops related quality measures (eg: Daily pendency, Breach 60, Breach 120, CPD Breach, NON FBF SLA Improvement Breach) under strict control and surveillance.
* Since site is equipped with Automated Linear Sorter hence been managing its happy/unhappy flow.
* Extracting & making pendency report of shipments & clearing them within 24 hrs.
* Represent hub on PH-MH con-call for issues facing from first mile.
* Represent hub on Central con-call for any operational call-out (tech related issue).
* Route optimization and vehicle capacity utilization has been targeted at 90% while month over month the achievement was 98% for the regular fleet.
* Ad-hoc vehicle management and utilization is also under strict supervision.

**July’12-July’15 with DTDC Courier & Cargo Ltd**

* Providing MIS reports to three of our major clients on daily basis.
* Arranging Pickups & deliveries as per the customer requirement.
* Doing quality checking of hubs(OTA & OTD of network vehicles, fleet utilization, 5s & Kaizen).
* Working on Transport Management System which included billing part of customer & vendor, utilization of fleet.
* Was member of team responsible for setting up new warehouse of DTDC for Naaptol.
* Worked on a project related to competitor strategies and pricing policies where subsequently found the employees details, price metrics of Competitors in the industry.
* Worked on operational activities involved in DTDC to find out the problems DTDC faces.
* Preparing weekly reports for company director regarding sales throughout India, further classifying it region and dept wise.
* Preparing & analyzing air & rail business report on weekly basis.
* Analyzing DEPS(Damage, Excess, Pilferage & Shortage) report region wise on monthly basis.
* The focus was to maximize yield & base was of top 10 customers

**Noteworthy Contributions:**

* **Reduced hub loss of 15 lakhs to 1 lakh coming from outgoing BRSNR in 2 months.**
* Hub received award for stood first in north zone for 5S & LEAN.
* First facility in North to qualify Lean-Six Sigma Level 1 Certification with Highest Kaizens submitted, pan India**.**
* Minimize major issues to almost nil from first mile by taking continue follow up of the issues.
* **Reduced BREACH 60 of Local & Zonal shipments from 57% to 0.07% on weekly basis report.**
* **Contributed a cost saving of Rs. 1 Lakh (approx) from route optimization project.**
* **Increased the business from Lipi Data System by continuously providing higher service level business reached to 2.1 lakhs from 60,000 within 4 months of taking over.**
* **Improved service levels and customer satisfaction NSL used to be 48% which after taking over reached & sustained to 73%.**
* Assisted entire warehouse setup and initial startup of warehouse specifically designed for an e-Tailing partner.
* Also worked on WMS vendor scrutiny and suggested automation to higher management for warehouse automation.

**SUMMER PROJECT**

**Summer Internship Project (MBA) Duration: 8 weeks**

**Organization : BAJAJ Auto Ltd (Pantnagar)**

**Project Title : To Reduce Vehicle Turnaround Time**

**Description :**

* Project is about to increase the number of trips of vehicles between Bajaj and its vendors .
* This is done by studying truck-wise waiting time and loading-unloading time.
* Introduction of kaizen to eliminate the waiting time.
* Kaizen was also introduced to reduce loading-unloading time.
* No. of trips were increased which in turn also helps in reducing the minor stoppage of assembly line.

**BEYOND CURRICULUM**

* Won under 16 district level badminton championship
* Completed 1 year diploma in airport ground handling and hospitality
* **Completed certification course of CILT(Warehousing), UK**
* **Member of Chartered Institute of Logistics & Transport, UK**

**PROFESSIONAL QUALIFICATION**

* MBA (Logistics & Supply Chain Management) from University of Petroleum & Energy Studies (UPES), Dehradun with 73%
* B.com from D.A.V(PG) College, Dehradun, HNB Gharwal University, Srinagar with 51%
* Intermediate from Global Sr. Sec. School, Moradabad with 58%
* High school from Woodrow Sr. Sec. School, Bareilly with 52%

**PERSONAL DETAILS**

Father’s Name : Mr. Yatendra Kumar

Date of Birth: September 3, 1984

Sex : Male

Marital Status : Married

Language Proficiency : English & Hindi

Permanent Address : D311, Green Heights(AtoZ), Roorkee Road, NH-58, Modipuram, Meerut - 250110

Passport No. – G 7137519

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