Prateek Sharma

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To secure a senior position in Operations within the E-commerce Logistics sector. I aim to leverage my proven experience in managing and optimizing operational workflows, ensuring smooth and efficient processes, and leading teams to achieve high performance and productivity. My goal is to contribute to the strategic growth of the organization by implementing innovative solutions and maintaining a focus on excellence in e-commerce logistics operations.

# Work Experience

## Flipkart

## **Store Manager-Operations**

 June 2025 – Present  Jaipur, Rajasthan

* Spearheaded operational efficiency in Flipkart's Jaipur express stores, optimizing inbound, inventory, and last-mile processes to achieve consistent SLA compliance.
* Led and developed a high-performing team through targeted training and rostering, enhancing productivity metrics and fostering a compliant, safety-focused environment amid demanding e-commerce workflows.
* Conducted data-driven analysis of supply chain performance, identifying trends via MIS reports and implementing corrective actions that improved cost efficiency and hub optimization.
* Negotiated with vendors and collaborated cross-functionally (e.g., with finance) to secure profitable deals and develop expansion budgets, supporting strategic growth in regional operations.
* Monitored key performance indicators, including customer experience and inventory accuracy, performing root cause analysis to drive process enhancements and minimize discrepancies in fulfilment operations.

## Blinkit

### Store Manager-Operations

 July 2024 – June 2025  Gurugram, Haryana

* Lead all aspects of express stores operations including inbound, inventory, last mile operations, manpower management, rostering and training.
* Manage dark store operations for Blinkit, with full responsibility for operational SLAs and metrics in designated Express Stores.
* Performance monitoring and collaborating with operation teams on operational/customer experience metrics, including root cause analysis of problems and planning corrective actions.
* Lead, manage, and motivate a full express stores team within a time-sensitive and demanding operational environment.
* Ensuring safety & quality compliance across the premises.
* Expansion planning and budgeting.
* Communicate and negotiate with suppliers and vendors to land more profitable deals.
* Find cost-effective solutions for supply chain processes.
* Maintain supply chain inventory and records. Collaborate with other departments, such as
* Operations and Finance, to create effective business plans.
* Analyzing supply chain data to assess and improve performance.
* Process enhancement improving SLA and rest factors.

## Delhivery LTD

### Team Lead - Operations

 April 2021 – May 2024  Bhilwara, Rajasthan

* **Spearheaded Hub Optimization:** Led all operational shifts within the hub, implementing proactive measures to mitigate network exceptions and ensure seamless, efficient workflow. Optimized hub processes to maximize efficiency and meet performance targets.
* **Empowered High-Performing Teams:** Co-led and managed a team of hub staff, providing targeted coaching and development opportunities to elevate performance within e-commerce fulfilment functions. Analysed team performance metrics and implemented strategies to enhance overall hub productivity.
* **Ensured Inventory Control:** Implemented and monitored robust stock-in and stock-out processes, guaranteeing optimal inventory levels to fulfil customer demands. Conducted regular inventory audits to maintain data accuracy and minimize discrepancies.
* **Leveraged Data-Driven Insights:** Managed MIS reports, facilitating comprehensive data tracking and record- keeping to support informed operational strategies. Generated insightful reports to identify trends and opportunities for hub optimization, driving data-driven decision making.
* **Cultivated a Safe and Compliant Culture:** Enforced safety protocols and best practices across the hub. Conducted regular briefings to educate staff on exception management and adherence to SOPs, fostering a disciplined and productive team environment. Performed safety inspections to maintain a hazard-free workplace.
* **Achieved Operational Excellence:** Proactively identified and addressed daily exceptions, collaborating effectively with shift managers to implement swift rectifications and minimize operational disruptions. Streamlined exception handling procedures to improve response times and resolution rates. Managed inventory by implementing effective stock-in and stock-out processes.
* **Demonstrated Exceptional Problem-Solving Skills:** Resolved staff concerns pertaining to daily operations, fostering a positive and collaborative work environment. Identified and tackled operational bottlenecks, implementing process improvements to enhance overall hub efficiency.

## E-Com Express PVT.LTD

**Supervisor- Operation**

 March 2019 – Nov 2020  Bhilwara, Rajasthan

* **Maintained Operational Efficiency:** Monitored all operational shifts within the e-commerce fulfilment centre, identifying and resolving exceptions related to network issues to ensure smooth daily operations.
* **Enhanced Communication and Collaboration:** Reported operational issues and exception cases promptly to shift managers, facilitating swift rectifications and minimizing disruptions.
* **Honed Problem-Solving Skills:** Developed keen observational skills through daily monitoring, allowing for the proactive identification of potential operational challenges and ensuring preventative measures were implemented.

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| **Education** |  |  |
| MCA | BCA | Higher Secondary |
| Jaipur National University, Jaipur | M.D.S University, Ajmer | RBSE |
| ç ·.¸ˆ·🗓 July 2017 | ˆ˜·¸.·ç·🗓 July 2014 | '·ˆ¸.·.ç 🗓 June 2011 |
| 75% | 72% | 60% |

# Professional Certificates

* CCNA **(Cisco Certified Network Associate)**

Key skills: - IP routing, EIGRP, OSPF, Nating, Access list, Subnetting, VLAN, VTP.

# Technical Skills

* Basic Oracle • MS Access
* C • C++
* HTML • CSS
* Ms Excel • Visual Basic 6.0

# Professional Skills

* Analytical Skills • Problem-Solving and Troubleshooting
* Team Leadership • Data Management
* Delegation and Task Management • Conflict Resolution
* Communication skills • Attention to Detail
* Analytical Skills • Flexibility and Adaptability
* Operational Management • Inventory Management

# Declaration

I hereby declare that the above statement is true to the best of my knowledge and belief.

Prateek Sharma