

SANJAY KUMAR

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Objective: Seeking middle to senior level assignments in Operation /Key Accounts Management / Logistics / Supply Chain Management with growth-oriented organisations.

Snapshots

Over 15 + years' experience in Operation / Logistics / Supply Chain Management in the express delivery industry
Presently, working with Redington India Limited,

C/o ProConnect Supply Chain Solution Limited. (April 2009- till date)-**Redington Group**

Current profile Zonal Manager-SCM: Looking after Non-IT product Distribution, Handling Operation Pan India, Facilitating – E-com, customers, Like: Netmeds, Medlife, Amazon, Flipkart, 3PL –Customer like: Cafe Coffee, Vivo Mobile, BOSH & Siemens Home appliances, Dalmia Continentals, Lemon Mobile, K & M, Oppo Mobile, Brother Intl. TATA Tele Services etc.

Non-IT-product like: BlackBerry, Jabra, I-phone, Jabra etc

IT-Products: Dell, Acer, HP, Samsung, Huawei, Vodafone, etc.

Reporting to National Manager–SCM and Regional Head

2004-2009-- Capricorn Logistics-Sr. Manager –Supply Chain Management, Logistics, Ware Housing (North & East India) (Delhi) and looking after in Country distribution.

Work upon NEC, Japan TATA Tele-services Project looking after in country distribution part and similar project with NSN (Nokia Siemens Network) In Country distribution.

2001-2004--- with TNT EXPRESS, Delhi as Manager - Logistics.

Accountable for managing distribution network covering whole India, vehicles, supervising large number of staff and liaising with customers.

Successfully catering to key clients like LG Electronic India (P) Ltd. and Honda.

Successfully enhanced the sales volume by 200%.

Bagged the distinction of achieving 2 appreciation letters from TNT Express, Mumbai.

1997(Nov)-2001--- with XPS Cargo Services, Bangalore as Branch Officer.

Purpose and general responsibilities of the Current position:

To plan, manage, implement, and control on-boarding of Client projects in the North India

Current role, Team Leading reporting to the VP-Operation with a total team size of 120+

staff. Considering potential commercial focus, there is a scope for further allocations.

To ensure superior project management, execution, and service delivery.

To assist, advise, and support Vertical Operations during stable-state handover stage.

Specific responsibilities of the position:

Overall Area of responsibility:

Manage a Portfolio (groups of Customers or programs) across SCM Verticals such as

E-Com,3PL, Inventory Management, Distribution, Transportations etc and Bulk businesses covering Reverse LOGISTICS.

Warehousing/Sort Centre domains.

Design and align program and project implementation with strategic objectives reflected in Balanced Scorecard.

Measure, prioritize and allocate projects to team members.

Develop and maintain governance tools, templates, guidelines, procedures and processes.

Develop relationships with stakeholders (Internal and Customers) in order to understand overall expectations and deliverables.

Establish, maintain, and provide management reporting using appropriate metrics adopting Digital tools.

Lead the effective and efficient delivery of the largest and most strategically important projects including scope, schedule, cost, risk, resources, and quality and safety.

Ensure a clear Site Operations hand over report and close project from operational and financial perspectives.

A. General Management:

Ensure effective communication with Customers, Project Sponsors, Project Managers, Vertical Heads and other stakeholders.

Engage with key stakeholders to evaluate proposed and ongoing projects based on value, risk, effort, cost and strategic alignment.

Monitor team KPIs and required course corrections.

Ensure superior Service delivery / customer satisfaction & conduct associated customer feedback exercises.

B. Commercial Focus:

Ensure the Project implementation is well within the cost estimates, client KPIs and Agreement construct.

Make customer visits and develop relations as required (pan-country travel involved).

Organise scheduled & structured conference calls with customers, minute same with follow-up actions.

Ensure customer service ownership.

Provide recommendations on customer intimacy.

C. Operational and Service Delivery:

Understand the scope of project from concerned function and stake holder.

Prepare the Customer Charter and Detailed Plan indicating the risks and issues foreseen while executing the same.

Ensure team updates the Customers plan on daily basis and circulate among the stake

holders. Set up Customers calls, discuss the bottlenecks and reach out to concerned stake holders (including client) for resolution. Develop and ensure compliance with Operations SOP.

Send Implementation Project Portfolio Tracker on weekly basis to stake-holders.

D. Team Leadership:

Provide Leadership and enhance employee engagement. Other team leadership aspects include -

Identify and develop talent

Succession planning

Lead by example

Objectives and measurability

Rewards and recognitions

Provide strategic business orientation by anticipating and leveraging business opportunities and offer strategic foresights derived from the implementation learnings.

E. Finance:

Work with key stakeholders to assess and track financial impact of all 3PL Customers work.

Develop and ensure compliance with Commercial SOP.

Proactively keep track of implementation till the 1st invoice is raised and accepted by the Client.

Learning Opportunities:

Professional/personal development: The following are the opportunities development related to the tasks and responsibilities of the position

Acquire in depth knowledge of the 3PL business

Driving SCM project portfolio implementation with operational accountability

Talent development

SCM market knowledge

Deep insight into customer needs in the local market

Supply Chain Models across industry verticals

Providing Leadership to other Leaders in the team (Leader of Leaders)

Exposure to a P&L profile E2E scope covering Operations, Customer, SOPs, Finance, HR/IR & Commercials.

General Personal Characteristics:

Strategically minded and innovative

Strong client focus with a right sense of urgency

Strong Operational Understanding

Analytical capabilities to determine direction for project

People management experience with ability to develop organizational talent Commercial focus & Ability to take non-linear view

Ability to spot opportunities and convert them into business leadership Capabilities:

Team Selection and optimisation of the unit

Ensure alignment of team objectives to the strategy

Ensure required delegation in order for direct reports to effectively deal with their responsibilities

Consistently coach and develop direct reports in both their functional and leadership roles

Manage boundaries and allocate resources between teams

Collaboration and support:

Supported by other business units within the company (Vertical Sales, Vertical Operations, HR/IR, Administration, Procurement, Real Estate, Finance, Legal and Management). Work collaboratively with all stakeholders – Internal and External (Clients, Vendors).

Work Experience and Competencies required:

In-depth knowledge of and at least 15-17 years' experience within Logistics industry.

Experience and knowledge in supply chain Operations, project management, warehousing, transport, client servicing and business development.

SCM background with solid understanding of supply chains.

Commercially astute with excellent business acumen

Structured thinking with clear project plan creation and management abilities Critical thinking and problem solving (excellent)

Presentation skills (excellent)

Facilitation and training skills (excellent)

Customer-facing and interaction skills (excellent)

Communication skills - spoken and written (excellent)

Conflict resolution, negotiation and interpersonal skills (excellent)

Leadership skills (excellent)

Analytical, organisational and motivational skills (excellent)

People Management skills (excellent)

Ability to work in high-speed high-stress situations.

Academic Credentials

- Pursuing Multi-Model Transport (Containerization) and Logistics Management from Institute of Rail Transport Delhi.
- Post Graduate Diploma in Business Administration from All India Mgmt. Association, 1997.B.A. from Bhagalpur University.

Personal Details

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Date of Birth : 6th October 1970.