**CURRICULUM VITAE**

SANJEEV BHATIA

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(M)-9310404527

**SUPPLY CHAIN & LOGISTICS OPERATION PROFESSIONAL**

**Professional Synopsis**

* A competent professional with career of 24+ years in managing Supply Chain, Logistics, Warehouse & Fulfillment Center Operation domains in Retail & E-Commerce Industry.
* An effective communicator with excellent interpersonal, analytical & organizational abilities.

**Core Competencies**

**Supply Chain Management warehouse Operation Logistics/Reverse/RTO Logistics Distribution Management Couriers Coordination People Management**

**PROFESSIONAL EXPERIENCE**

**HEAD – LOGISTICS & WAREHOUSE OPERATION**

**SILVER PUSH (www.silverpush.com) May 2017 to Present (Gurgram)**

**Key Deliverable:**

1. Lead the Ecommerce fulfilment operation through the entire supply chain (from the order placement to customer delivery).
2. Managing B2B Logistics Operation in order to deliver order on time.
3. Preparing SLA for Courier partner.
4. Development & Implementation of SOP’s, KRA & KPI of work force, Manpower planning & training.
5. Selection of Vendor, Negotiating with the Transporters Preparation of Dispatch Plan.
6. Responsible for overall cost reduction in supply chain.
7. Monitoring manpower utilization, costing, and profitability in the business.
8. Responsible for dispatch of approx. 300-350 shipments per day.
9. Managing Warehouse of approx. 2500 sq. ft.
10. Developing and implementing SOPs for the warehouse.
11. Inventory management & control at Warehouse.

**OPERATION MANAGER – NORTH LOGISTICS & WAREHOUSE**

**AJW EXPRESS PVT LTD Dec 2015 to Apr 2017 (New Delhi)**

**Key Deliverable:**

1. Managing Warehouse of approx. 5000 sq. ft.
2. To plan the warehousing procedures and systems for seamless operations.
3. Inventory management and stock control (Physical with WMS).
4. Planning for the Stock-take event for Mother Warehouse.
5. Responsible for dispatch of approx. 500 shipments per day.
6. Responsible for Chanel Partner or Market Place orders Fulfillments with Dispatch.
7. Taking care of Packing Material arrangement as required.
8. Courier Follow-up to reduce the RTO % and increase the % of delivery within time frame.
9. Reconciliation with accounts & courier partner.
10. Co-ordination with customer support & reconciliation.
11. Enquiry handling from Customer Service Team.
12. Arrange transport for outgoing & incoming Materials.
13. Prepare Challan for outgoing transport.
14. Responsible for the entire RTO operation & Customer Return received approx. 150 shipments per day.
15. Developing and implementing SOPs for the warehouse.
16. Controlling warehouse operating costs.
17. Overseeing all picking, packing and distribution activity.
18. Managing all returns to the warehouse and then in turn returning those to the suppliers.
19. Taking care of Retail (COCO) & Distributors (FOFO) stores dispatches and return.
20. Prepared monthly productivity reports.
21. Inventory management & control at Warehouse.

**GATEWAY MANAGER – OPERATION AIRPORT APEX**

**DTDC Courier & Cargo Ltd Jan 2013 to Dec 2015 (New Delhi)**

**Key Deliverable:**

**1.** Coordinating with Destinations all over India for daily load connections.

1. 2. Coordination with branches for their receipt of loads.
2. 3. Coordination with Co-loaders on Service Failure related issues.
3. 4. Validation & Authorizations of Co-loader Bills of PAN INDIA.
4. Capturing line haul cost report on daily basis from Customer Service Report
5. Controlling the line haul cost on day to day basis.

**MANAGER- IT & OPERATION**

**EXPRESS IT LOGISTICS WORLDWIDE LTD Jan 2004 to Dec2014 (New Delhi)**

**Key Deliverable:**

1. Expertise in Courier /Express Distribution & handling large size Hub Operation , capable to handle Inbound/Outbound Distribution operations.
2. To handle entire Hub operations, Outbound, Inbound , Cost Management & New Line hauls, Data Entry & Service Quality Standards, Innovative Practice, Organization and People Management.
3. To plan, organize and manage the operations for domestic air and surface movement of cargo as per the Operating Process Standards of the company.
4. To assist the internal departments also, by providing domestic cargo services, to attain optimum and seamless service offerings to their respective customers.
5. To identify needs & develop transport solutions and SOP’s and continuously supervise services of vendors to provide reliable customer service.
6. Analyzing reasons behind service delivery failures/malfunction and directing subordinates to rectify the defects.
7. To investigate, plan and implement strategically effective and relevant transport methods, which meet optimally the needs of the organization and its suppliers and customers.
8. Development of associates in different states (Delhi , U.P.& Rajasthan).
9. To manage the necessary documentation and online forms for the efficient, cost-effective and lawful execution of domestic cargo transportation activities.
10. Setup 250 systems (PCs) at different branches with networking in Delhi & North with regional office at Mahipalpur Delhi.
11. Liasioning with firms for purchase of computer/UPS/Printers and its installation.
12. Installation of new software, networking through telephone lines using modems, lease lines from MTNL/, AIRTEL & Spectranet.
13. Monitoring to ensure complete capture/entry of pick up, delivery details and smooth data flow for all branches under Regional office (RO) control. At present supervising the 50 data entry operators work round the clock.
14. Maintenance and up keeping of all systems/server.
15. Data Storage.Monitoring and rendering MIS reports and routine reports of inbound and outbound consignments to corporate office.
16. Checking billing details.
17. Inventory Management.

**Astt Manager - IT & Operation**

**ELBEE SERVICES LTD Jan 1994 to Dec2003 (New Delhi)**

Key Assignments:

1. Handling all pickups & deliveries of courier and cargo.

2. Vehicle monitoring for the pickups & deliveries.

3. Responsible for the all time bound domestics and international connection and deliveries.

4- Managing & coordination with channel partners (Franchisees).

1. Coordinating with branch manager for the operation & administration work.
2. To ensure time bound delivery of courier & cargo.
3. To resolve customer complaints on priority and on time.

**Achievements**

**Received Employee of the Month Award March 2008 & 2017**

Qualifications :

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| B.Com. | Delhi University |
| P.G. Diploma in System | KCC, New Delhi |

**Personal Details:-**

Date of Birth : 22 JULY 1970

Marital status : Married

Permanent Address : G-16/24, Sector-15, Rohini, New Delhi