

Sudeep Rath

Operations & Client Service (FC and SC Ops)



Organize and drive operations and client service, and effectively develop and enact company **policies** to increase organizational operation efficiency. Retain strong leadership and interpersonal skills. Develop policies to keep organization's budget low including operations, maintenance and labor costs.

Contact Details

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SKILLS

- Microsoft Excel.
- Customer Satisfaction
- Client Service Management.
- Inventory Management.
- Supply Chain Management.
- Data Analysis.
- Staff Management.
- Problem Solving.
- Operations management.
- Digital marketing and Ecommerce.
- Microsoft PowerPoint.
- Marketing.
- Lean Management.
- Quality Management.
- Client Relationship.

TRAINING & CERTIFICATONS

- Google Ad Grants.
- Microsoft Excel.
- Logistics Management.
- Social media management.
- Six Sigma

AWARDS & HONORS

- Academy Excellence Award.
- Vivekanand Trophy.



Work History

Flipkart.com (Senior Executive,FC)

Aug 2021-July 2022

- Having Amazing experience of working in **Flipkart's Biggest FC-MH (RDC, Haringhata)**.
- Learned to set up new FC with respect to entire operations from scratch.
- Brought down the overall putting pendency **from 5 Lacs to 10000** by **implementing Hoto Process**.
- Managed **several clients** on a daily basis with the help of business development team.
- Coach and develop team to improve their individual performance, IPP increased from **210 to 310+** within a span of **3 months only**.
- Handled the entire **BBD sale**, Closed E2E worth **2 crores** in just 4 days of sale.
- Managed **300 FTCs** in a single shift from their timely deployment to overall performance.
- Improved Overall floor 5s by continuous team briefing, Motivated the team to maintain the **floor hygiene** on Priority.
- Having complete SOP knowledge as well as system (FLO Software) Knowledge of FK.
- Reduced the Idle Time by introducing Cage for Large Products, **IPP increased** from 260 to 390.
- Real time monitoring of short and excess products to **reduce** Putlist Item Lost Numbers.
- Managed both **fresh Inward and returns putting** within PC2PC cutoff of 2 hours.
- Brought down the PC2PC cut-off from **16 hrs to 2 hrs** by bringing discipline within the team.
- Managed to implement complete standard operating procedure (SOP) without any deviation.
- Given 4 Important process related **Kaizens** to Improve the performance.
- Ensured good Inter-department co-ordination for smooth Operations.
- Created a google sheet tracker to **monitor and analyze** the matrix on daily basis.
- Organized **Reward & Recognition** once in every month to bring the competitiveness among FTCs.
- Took help of **Six Sigma methodology** to eliminate the errors.

LANGUAGES

- Hindi
- English
- Bengali
- Oriya



Accomplishments

(Flipkart.com)

- Achieved 525 IPP in a single shift against the 310 target.
- Successfully Introduced and Implemented the Hoto scanning process to reduce pendency.
- 2,10,000 Putting in a complete shift with very limited manpower.
- 55000 record returns putting in a single shift.

(Delhivery.com)

- Achieved 100 % Closure with 250+ Masters.
- Achieved 85 % EMD with 300+ Masters.
- Maintained zero loss center for my entire tenure.

Delhivery.com (Ops Manager, LM)

Sep 2020-Aug 2021

- Handling Delhivery **East's biggest** LM center both space wise (**30,000** sq ft) and load Wise.
- Has handled **line haul** and **FC operations (Hitachi Fc)**, Having strong knowledge of Every **flow** of package.
- Recorded all **relevant issues**, concerns, discussions, and outcomes arising from client contact.
- Implemented **DMAIC Principles** to improve closure from 70 percent to 98 percent.
- Handling **1200 tons per month** with an average productivity of **4500**.
- Managing 8 on rolls and 23 off rolls efficiently and optimized procedures to reduce costs, **only 7 % variation** from the target.
- Boosted team performance with enhanced employee evaluation processes.
- Successfully ran 4 performance metrics at **100 percent average** and 18 quality metrics(**compliances**) of the center.
- Oversaw and improved deliveries with an average of **95 percent**, closure with proper proactive planning.
- Documented safety action plans, quality initiatives, and team performance in a goggle sheet as a daily tracker.
- Implemented policies and standard operating procedures (SOP) for continuous improvement.
- Monitor **customer/Client feedbacks** and escalations through Freshdesk and determine process for better customer/client experiences.
- Managed the center with only 4 on rolls and 18 off rolls during Covid-19 second wave.
- Improved and developed the team by taking 3 shift **huddles** to increase the productivity.
- **Protected** company assets from loss such as theft or damage by setting and enforcing effective security policies.
- Cultivated strong business relationships with clients like **Ashok Leyland, Mahindra, ITC** etc. to increase overall **experience**, satisfaction and retention rates.
- Delivered Shipments as per client's expectations by calling them one-day prior which helped the center to get good **customer satisfaction rating**.



Microfinance Ireland

- Completed 5 months internship with a certificate from google for online marketing challenge.
- Managed Google ad account of client to increase it's ranking.
- Provided ongoing customer support via email, or G-meet to ensure customer is receiving a high level of service.
- Managed to satisfy the client by giving results.
- Provided ongoing customer support via phone, email, or chat to ensure customers are receiving a high level of service.

SUMMER INTERNSHIP PROJECT CHAI SUTTA BAR (60 Days)	Project report on “ A study of the factors influencing consumer perception towards choosing a quick serve restaurant in East Zone of India ”. <input type="checkbox"/> Understood the business model of the company and got useful information about sector as well. <input type="checkbox"/> Build several strategies to target corporates and estimated the market size of it as well. <input type="checkbox"/> Improved my leadership skill by managing the team of 4 people. <input type="checkbox"/> Learned a lot of ground rules to run a successful startup by the founder of Chai Sutta Bar. <input type="checkbox"/> Came up with several suggestions to develop the business on both online and offline platform.
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WINTER INTERNSHIP PROJECT 5NANCE.COM (45 Days)	Project entitled “ Understanding consumer behavior towards investing in mutual fund ” <ul style="list-style-type: none"> • Gained sector knowledge of financial services (fintech industry). • Pitched almost 250-300 suspects per week. • Did 6 closures (3 SIP and 3 Vehicle Insurance). • Did three activities relate corporate selling at three different companies.
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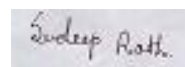


Education

ACADEMIC QUALIFICATION	QUALIFICATION	INSTITUTION	YEAR OF PASSING	PERCENTAGE
	PGDM	Pune Institute of Business Management	2021	86%
	B.Sc.	Kolhan University Chaibasa, Jharkhand	2016	64%
	12th	Kashi Sahu College Saraikela, Jharkhand	2013	52%
	10th	Saraswati Shishu Mandir, Saraikela, Jharkhand	2011	78%

DECLARATION

I do hereby declare that the above-mentioned information is correct and up to the best of my knowledge and I take full responsibility for the authenticity of the data provided.



Signature