

Resume

Ajay Pratap Singh
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OBJECTIVE

To work with progressive and growing organization so as to enhance my knowledge and sharpen my skills that will help me to reach the better position through my contribution that would add a value to the organization.

CAREER ABSTRACTS

09 years of experience in operations, as a Warehouse manager. A proactive planner with expertise in plan execution, stock management. Adept at strategic and implementing plans for development of new regions resulting in business augmentation. Working in **Kyonac Pharma (Ambala) as warehouse manager.**

KEY FUNCTIONAL STRENGTH

Business Development – logistics operation Management — fleet management -
Competitor Analysis – Stock Management – Product Specialist Market Forces analysis & Planning
General Administration – People Management.-vendor management -transport management

EMPLOYMENT SCAN

- **Working in Kyonac Pharma as warehouse manager**
- **CTC-6.62 LPA (2022 to till date)**
 - Planning and managing logistics, warehouse and transportation.
 - Manage and oversee all warehouse activities.
 - Warehouse Team Handling.
 - Supervising warehouse staff and daily activity.
 - Plan and coordinate with customer service team.
 - Logistics operation handling.
 - Ensure accurate shipping and delivery.
 - Daily follow up with Transporter.
 - Direct and follow-up with incoming and outgoing materials
 - Tracking and coordinating the receipt storage and timely delivery of materials.
 - Preparation accurate report for upper management.
 - Currently working with Bluedart, Safe Express, Delhivery,Gati Express, TCI Express,Om Logistics, Edisafe Logistics, Nitco Logistics and some local transporters.

- **Jumbotail technologies Pvt Ltd**

Warehouse Manager 2021 to 2022(one & half year)

- **deals in FMCG,Staples(Warehousing & B2C) (Handled Warehouse of 1 lakh Sq.ft with G+5 racking) as a Warehouse manager in which Warehousing,Last-mile,in-warding,picking,Inventory all were included.**
- **CTC taking-6, 05, 009. 00/-**
- **Roster & strategy planning of employees included 4 Hub executives (Last mile)for daily smooth operations, which helped in increasing delivery Associate productivity.**
- **Having 06 people in the inward team for in warding daily FMCG as well as staples.(12 docks)**
- **04 people in inventory for daily inventory of sku's excluding stacker.**
- **Taking care of b2b business of the company and pre planing of the operations.**
- **Daily performance monitoring and improvement strategy.**
- **Implementation of an accurate road map on daily basis for online B2C clients with 90% + utilization of VAN**

Implemented a variable payout plan for delivery members motivation and best customer's NPS

- **Tacking care of Fc operations**
- **Orders process on time to be shipped**
- **Manpower utilization for the smooth operation**
- **Warehouse hygiene**
- **Stock damaged control**
- **Warehouse operations accuracy monitoring**
- **Daily huddle and briefing**

Dtdc Express .Ltd Panchkula Regional Office

Designation:Branch Manager

Duration:above 05 year

- Managing overall operations pertaining to delivery & pickup for the entire region of Delhi
- Administering the daily functioning across operations and steering MIS reporting while ensuring process compliance
- Directing inventory management and assuring optimum levels of the same at all times
- Attending daily escalation calls and ensuring high levels of customer satisfaction at all times
- Developing daily workloads for staff and coordinating for the daily allocations of work
- Driving several operational projects in coordination with the Project Team while ensuring compliance with norms
- Supervising performance standards; assuring effective monitoring & reporting of the same
- Assuring effective maintenance of all administrative & IT records; extending support to different teams
- Tracking shipment delivery and communicating issues to the concerned teams; matching case with system post COD
- Communicating the delivery % and undelivered % report to each hub to ensure operational efficiency
- Controlling the additional responsibilities of asset auditing, material integrity report validation, transportation management, customer relationship management and training & development, as required
- Leading and monitoring the performance level of the maintenance staff for ensuring superior customer service and accomplishment of service targets
- Devising service standards, setting high quality standards for effective customer service
- Analyzing issues faced by clients and resolving all the queries for complete customer satisfaction
- Creating awareness for driving process improvement strategy and ensuring maximum operational efficiency measures to maximize customer satisfaction level
- Assisting employees in liaising internally and externally and embarking the skills to make decisions
- Formulating service business strategies towards achieving organizational goals in the most effective manner

W.S.Retail Service Pvt.Ltd (Flipkart)

Designation:Hub Manager

Duration: one year

- Responsible for complete warehouse operation Including Inward and Out ward.
- Attend daily mails & ensure timely reply of all.

- **□Ensure daily report/MIS reports (Daily physical v/s system stock, FIFO report, Plan v/s actual dispatch with remarks, daily manpower productivity track on customer complaints etc.□**
- **□Coordinate with Transport vendors to ensure 100% placement on time.□**
- **□Monitoring cost and SR productivity.□**
- **□Same day connection of RTO and Fresh pickups of vendor's.□**
- **□To looking COD Collection amounts and maintain proper MIS.□**

EDUCATIONAL QUALIFICATION

YEAR	COURSE	INSTITUTE	UNIVERSITY/ BOARD
2013	B'tech in Mechanical engg	PEC Mauli Panchkula	Kurukshetra University
2008	Diploma in mechanical	PIET Panchkula	Sardarshehr Deemed University
2007	12 th (2003)	Open Board of Education	Haryana Board of School Education Board, Bhiwani
2004	10 th (2001)	Jainendra Public School	CBSE Board Delhi

PERSONAL DETAILS

Name : Ajay Pratap Singh
 Father's Name : Lt.Thakur Ram Sarup Chauhan
 DOB : 01 Sep 1989
 Gender : Male
 Marital Status : married
 Nationality : Indian
 Languages Known : Hindi, English and

I hereby declare that the above given particulars are true to the best of my knowledge and belief.

Date : _____ Place : _____
