



Amit Singh

Regional Operation
Manager



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12 Years 8 Months



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Key Skills

Retail Operations



Process Management



Cost Control



Shrinkage Control



Loss Prevention



Stock Replenishment



About me

A goal-driven management professional with significant experience in retail store operation, handling Distribution and logistics Operations for Warehouses|Controlling cost & monitoring the efficiency level|Proactive & decision-maker



Profile Summary

Experienced professional with 12+ years in retail store operations, warehouse management, supply chain, and inventory control. Seeking Operations Manager role to leverage strong operational, analytical, and strategic skills. Proven track record in achieving set targets and adept at coordinating diverse teams.



Education

B.Com 2011

Burdwan University
49%

12th, 2008

West Bengal
60-64.9%

10th, 2006

West Bengal
60-64.9%



Work Experience

Sep 2023 - Present

Regional Operation Manager

**P&G, Touchstone Services Pvt Ltd--
Raipur(Chhattisgarh)**

- Consolidate the SKU Level forecast from Sales function for short-term plan(3 months) & long-term plan(12 Months).
- Drive the expansion of the Branch/Warehouse to attack losses (both in costs and service level).

Statutory Compliance



Vendor Management



People Management



Six Sigma Black Belt



Technical Skills

SAP

WMS

GDLS/GERP

Oracle

Tableau

Leap

EY

Tms



Courses & Certifications

- Basics of Operational Procurement in Supply Chain Management offered by TCS iON
- Improving Communication Skills (University of Pennsylvania) offered by Coursera
- Operational Excellence Foundations
- Organization Planning and Development for the 6 Sigma Black Belt
- Successful Negotiation: Essential Strategies and Skills
- Accredited people manager of managers



Personal Details

Date of Birth

01-November-1989

Gender

- Involving other stakeholders as needed (Supplier Management, Carriers)
- Working with Customer Service and Design, to optimize internal and outsourced resources to maximize short and mid-term capacity utilization and efficient usage of resources.
- Work with Planning and Customer Service to ensure proper inventory management and stock Replenishment(inventory reduction, eliminate scraping, Achice 99%+ Fillrate).Resolve issues that come up(Delay in Delivery/Mismatch Supply)
- Secure logistics quality of service towards customers, incl. claim and complaints management/root cause analysis/eradication.
- Responsible for 100% Cycle Count of Inventory, On-time Delivery and reduced sales return, and Cost-effective Vehicle Planning.
- Monitoring the performance of the Logistics Officer and delivery partners.
- Responsible for checking and processing vendor and transporter invoices and payments.

Jul 2020 - Sep 2023

Regional Operations Coordinator

Reliance Retail Ltd--Raipur(Chhattisgarh)

- Monitor inventory aging of FC/Smart Hub and collaborate with the respective geography team for timely liquidation.
- Liquidate Near to Expire and Damage Stock through R-Auction or Manual Quotation.
- Strategize and identify opportunities for process and productivity improvements to enhance FC efficiencies.
- Analyzing the data on Tableau to determine why SLAs were dropped and implementing strategies to achieve them.
- Leading the Activity of rolling out the WMS Module of all Fulfillment Centers.
- Conduct training sessions for team members on the implementation of new processes and transitioning into the WMS Module.
- Ensure accurate posting of consumable consumption data in the system by reviewing it regularly.
- Coordinate with Statutory/Internal Auditors for quarterly and annual audits.
- Foster seamless collaboration with central team and regional stakeholders to achieve organizational objectives.

Male

Address

J.K.Nagar, Dist- Burdwan, West Bengal.

City

Asansol

Country

INDIA

Marital Status

Married

- Validate customer complaints and constantly strive to improve customer experience.
- Negotiate with multiple vendors to maximize the realization of scrap sales.
- Drive and achieve KPIs for inbound, inventory, outbound order fill rates, on-time dispatch, absenteeism, and productivity.
- Ensure goods receipts from suppliers and deliveries to the customer: resolve issues that might arise with deliveries (in/out) at the warehouse.
- Administer and manage documentation for all goods in/out of the Fulfillment Center.
- Facilitate employee engagement & recognition.

Feb 2016 - Jul 2020

Assistant Manager Operations

Future Group(Big Bazaar)--Bilaspur(Chhattisgarh)

- Following KPI's and responsible for store sales improvement.
- Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent.
- Assisting & Motivating Staff To Achieve Sales Targets.
- Delivering good customer service.
- Maintained store checklist daily basis.
- Improve and expertise in inventory management, including effective shrinkage control.
- Space management.
- Damage and expiry control.
- Demonstrated ability to optimize manpower productivity resulting in improved operational efficiency and cost savings.
- Manage all controllable costs to keep operations profitable.

Jan 2015 - Feb 2016

Branch Manager-Patna(Bihar)

Rupa & Company

- Overseeing the dispatch of products on time
- Ensuring that packing and transportation meet a company's quality control
- Organising effective distribution and monitoring orders to

check that drivers distribute them on time

- Recruiting delivery drivers, warehouse staff and other employees involved in logistics and supply

May 2011 - Jan 2015

Store Manager- Ranchi(Jharkhand)

LG Electronics India- Rajprotim Agencies Pvt Ltd

- Analyze related excel reports, prepare reports and share with reporting Managers.
- Handling total store equipment of inbound and outbound.
- Control of Inventory, Perpetual Inventory. Supervise operations to ensure no mismatch.
- Follow up with Transporters for placing Vehicles and delivery to the Customers and Other Warehouses.



Soft Skills

- Communication Skills
- Problem-Solving and Critical Thinking
- Teamwork and Collaboration
- Leadership
- Adaptability and Flexibility
- Time Management and Organization
- Initiative and Work Ethic
- Emotional Intelligence

