

Prathak Rode

Address:

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CAREER OBJECTIVE

- SCM Professional with more than 5 years of experience in **SCM/DC Ops./ E-commerce**
- In depth knowledge of **B2B/B2C/Last mile Operation /Logistics Ops,**
- Kaizen implementation for process excellence and cost saving opportunities
- Operations and Warehouse management specialist in **E-commerce/B2B/Last Mile operation**

WORKING IN SOFTWARE

- *SAP*
- *OMS*
- *Tableau*
- *ERP IN Flipkart*
- *MS OFFICE*

SKILLS AND EXPERIENCE

ASSISTANT MANAGER 09/2021 –Current -AJIO, Gurgaon, Haryana

- Managing the B2C , Jio Mart and B2B operation of Ajio.com.
- Oversees a team of FC preparing weekly rosters and leading staff evaluations interviewing prospective employees and training new staff and mentoring new floor staff.
- Handling the traffic Team of 100 to 120 people and operations.
- Arrange daily meetings with staff as appropriate to review overall team/individual performance and get to know the challenges faced by teams.
- Ensure the warehouse operates at peak efficiency, with customer satisfaction being the primary goal, by supervising, organizing, directing, and training warehouse employees and establishing, monitoring, and managing operation goal.
- Create staffing plan, coach and mentor the team& Monitor and review 3PL performance.
- Review and monitor Transport Operations services & Ensure customer satisfaction with respect to accuracy & on-time delivery.
- Supporting Inbound/Outbound/Transport /Inventory Team Whenever needed in Pick hours
- Maintain 100% OTD Dispatch, Maintain 100% DMS completion within 24 Hrs.
- Vehicle attendance management vendor bill verification, COD reconciliation.

SR. EXECUTIVE OUTBOUND 02/2020-09/2021

Mogli Lab Pvt Ltd Gurgaon, Haryana

- Ensuring 100% Pickup assignment to runners and Last mile route planning as per customer requirements and expected outbound load.
- Ensuring 100% Delivery service level and Planning for re-schedule cases as per customer requirement
- Ensuring zero QC failure from warehouse end due to Ops issue and Ensuring timely LSP alignments and regular vehicle dispatch.
- Planning of Pan India dispatches.

- Contingency delivery planning for critical material as per the customer requirements.
- Ensure timely delivery of material with delivered POD (Dropship & Non-Dropship).
- Coordination with sales team for better vehicle utilization as per the projected sales.
- Ensuring Credit note and debit note processing to recover cost on real time.
- Daily cycle count for undelivered shipments to ensure 100% accuracy.
- Ensuring Zero pendency in Ship to Dispatch.

TEAM LEAD 09/2018-01/2010

Flipkart (Team LeasePay roll), Gwalior

- Working as a Team Leader in Last mile operation for Gwalior city Responsible for managing Warehouse, Logistics and Deliveries and performance.
- Fulfillment operation requirement by scheduling, Engaging and assigning employees.
- Ensure orders fulfillment, logistics as well as provide an enhanced customer experience.
- Ensure that the delivery executives communicate courteously with the customer by telephone as well
- Meet the exceed the target for customer satisfaction rating of the delivery fleet and Hub Performance like Fake, SA, FAD, CR, OBD etc.
- Increase operational efficiency by proper planning, monitoring, resolving issues, delivery cancellations, identifying customer trends and implementing changes, as necessary.
- Vehicle attendance management vendor bill verification, COD reconciliation.

WAREHOUSE ASSOCIATE, 09/2017-09/2018

Gati Kwe, Wazirpur, Gurgaon

EDUCATIONAL

<i>Degree</i>	<i>University/School</i>	<i>Year</i>
MBA(SCM & LOGISTICS)	ITM UNIVERSITY GWALIOR	2015-2017
B.com (C.S)	JIVAJI UNIVERSITY GWALIOR	2011-2014
Higher Secondary	JIWAJI RAO	2011

PERSONAL DOSSIER

Father's Name : Mahadev Rode
Date of Birth : 15th June, 1994
Marital Status : Unmarried
Nationality : Indian
Languages Known : English, Hindi & Marathi

DECLARATION

I hereby declare that the above details are true to the best of my knowledge and that I'll do my best for the good of the organization.

Date:

Signature:-