

# Jithu Nair

Logistics Associate

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## SUMMARY

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- on experience in inventory control, logistics, and client relationship management.  
- driven decision - making.  
Skilled in developing growth strategies, managing distribution networks, and fostering strong relationships with clients and stakeholders.  
Experienced in leading teams, streamlining workflows, and implementing effective financial controls to enhance productivity and profitability.  
Passionate about leveraging analytical skills and industry insights to drive business success, mitigate risks, and contribute to long-term organizational growth in dynamic and competitive environments.

## EXPERIENCE

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### DISTRIBUTION MANAGER

Jan '23 — Jan '25

EASILY BAKERS AND FOOD PRODUCTS

Ernakulam , India

- Recorded purchases and supply movements to maintain accurate records.
- Created and managed budgets for improved cost control.
- Tracked goods to verify delivery timetables and effectively route to final destinations.
- Managed customer service operations within the distribution centre , achieving a 95% satisfaction rate through efficient issue resolution.
- Reordered and restocked at optimal times using data to record movement of goods.
- Scheduled transportation of outgoing goods to meet customer requirements.
- Negotiated contracts with suppliers to establish quality, cost and delivery requirements.
- Managed all team members, evenly distributing tasks for quality completion and time efficiency.

### TEAM LEADER

Jan '21 — Jan '23

Ekart Logistics

Ernakulam , India

- Monitored team performance, identifying areas for improvement and implementing corrective actions.
- Resolved complex customer enquires, disputes and complaints.
- Monitored operations to ensure employees followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.
- Served as customer service team lead, enforcing company policies, answering co-workers' questions and training new staff.
- Delivered quality service with friendly and professional demeanour.
- Monitored staff performance and developed improvement plans.
- Managed project timelines and delegated tasks effectively, ensuring timely completion of objectives.

### Relationship Associate

Ernakulam , India

Asian Paints

- Collaborated with team members to achieve target results.
- Engaged with customers to better understand needs and deliver excellent service.
- Actively listened to customers to fully understand requests and address concerns.
- Prepared range of written communications, documents and reports.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Achieved service time and quality targets.

## EDUCATION

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**MBA in Finance**, MG University, Saintgits College of Engineering, Kottayam (GPA: 60%)

Kottayam, India

- Finance as major and marketing as minor specialization

**BSc in Mathematics**, Kerala University, M.G College, Trivandrum (GPA: 2.7)

Thiruvananthapuram, India

- Mathematics final year project in Vedic mathematics

ACCOMPLISHMENTS

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Organization study in National Textile Corporation (NTC LTD), Coimbatore. Attended a stock market course in AVODHA. Participant in "3C" management fest conducted by Leads College Palakkad. Participant in "YAMISTHA" management fest by CET Trivandrum.

PROJECTS

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**MBA final project** , Federal Bank

Jan '16 — Apr '26  
Ernakulam , India

- The contribution of cross selling to the business of banking sector in Federal Bank Ernakulam Kerala

SKILLS

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**Language Skills**    English, Hindi, Tamil, Malayalam  
**Logistics Operations**    Warehouse operations, Transportation logistics, Shipping and receiving procedures, Logistics coordination  
**Customer Interaction**    Customer Service, Negotiation and communication  
**Quality Control**    Quality Management, Stocks and inventory organization  
**Management Skills**    Operations management, Transportation management systems, Personal finance, Trading and investment

DECLARATION

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I hereby declare that the information provided in this CV is true and correct to the best of my knowledge and belief.