

Curriculum Vitae

Rahul Mahindra

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CAREER OBJECTIVE:

An E-commerce enthusiast having passion to take up activities which drive the end-to-end operations. I am having overall 10+ years' experience of in E-commerce industry. Objective is to secure a Key Leadership Position in an E-commerce / SCM based Company.

CAREER TRACK:

Company Name - Amazon

Designation - Station Manager - Indore

Essential Functions: -

Responsible for the overall safety, quality, performance, customer experience and people development for all delivery station operations

Drives vision for station team and creation of quality initiatives, process change initiatives and other lean initiatives to enable their functional area and ultimately the DS to meet and exceed business plan

Problem-solves for closing gaps between performance and goals

Will set and clarify requirements and expectations for Operations, Area and Shift Managers. Measures performance, provides feedback, and holds Ops Managers accountable for their performance and the performance of their departments

Manages an environment concerning the delivery of Amazon orders direct to our customers, subject to ever rising volume and complexity, operating on a 24/7 basis

Manages day-to-day relationships with multiple Delivery Service Providers (DSPs)

Presents operational metrics regularly to the senior leadership team

Hires and develops top talent. Creates and implements a talent plan for the site including talent acquisition, performance and career management, learning and development, succession planning, and employee engagement

Leverages the Operations, Area and Shift Managers by sourcing and nurturing ideas, and rolling them into the creation of improvement plans for the functional area

Cultivates strong culture and engagement throughout all levels of the delivery station team

Takes proactive steps to ensure that best practices are shared across all departments, shifts and among the network.

Works with key business partners such as Transport & Sortation, DSP Management, Finance, Loss Prevention, IT, HR, ACES and Engineering to build and secure support and resources for projects and initiatives in their area, as well as providing needed support and resources for other staff initiatives

Essential Skills: -

Strong execution skills, Action oriented, go getter.

Resourceful to identify the way to get things done using limited resources.

Ability to work under pressure situations.

Ability to work and perform station operations independently.

Ability to work in ambiguous situations and to come out with solutions as per the situations faced.

Company Name – Amazon

Designation – Channel Team Lead Operations – Jabalpur Mahakaushal Area (2018 to Still)

Job Responsibilities:

- Working towards the Earth Most Customer Centric Company & In-charge for the Service partner program in State MP and working on load forecasting with previous trend and current flow.
- In-charge for the delivery operation – LM Team & Heading the expansion of new station's as well as covering the un-tapped pincodes's for increasing customer experience.
- Handling the onboarding part of service partner's and maintain the last mile manpower at station's as per the AOP goal.
- Molding up the Service Partners to AMZL level & managing the overall operations-cycle and time to time reviewing the performance of partners with team for trending level.
- Reviewing Service Partner performance and Strategic Development as well as maintain the daily score card.
- Oversee receiving, warehousing, logistic distribution and maintenance operations.
- Driving a team of SP executives managing them to work on the ground to enable network with new launches and partner with the operations and other teams.
- Responsible for defining and driving operational/business goals for the program by taking end to end ownership with the downline team.
- Implementing new strategic initiatives as well as contribute with ideas for effectively scaling up the operations for minimizing the CPS.
- Excellent in-time management and strong in organizational, analytic skills.
- Skilled at devising effective strategies for augmenting business, identifying & penetrating new market segments and promoting products.
- Developed the I have Space stores for last mile deliveries to reduce CPS.
- SPOC of Ship with Amazon program of West Zone, under this handling the entire west performance and its issue with external clients.

Achievement –

- Got a 2 LML Awards for Best Performer of Station's Score Card.

Company Name: Ecom Express Private Limited. {Sept 2015 to May 2018}

Designation – Asst Manager Operation {Jabalpur _ MP}

Job Responsibilities:

- Handling the Last Mile delivery operations / Reverse Logistics and Katni Hub operation ensures end to end smooth running of station operations for the assigned area.
- Handling the Inbound and Out-bound operations and Milk run of assigned locations.
- Focus on safety, quality, customer service and productivity of all departments.
- Managing Inbound, Quality, Outbound and Inventory Control processes within the hub.
- Monitors Zero Breach across Region in terms of shipments closures within defined TAT.
- Continuous cost management and optimization to ensure most cost-effective operations

- Responsible for operational budgets (amount allotted to run the DC), cash management & fleet management and handling the co-loader & Transporter.
- Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Suggests various models for new pin code expansion of new location / cities across cluster and also scouts for facilities for the new DCs.

Branch Manager - Ecom Express - Jabalpur {Sept. 2014 to August. 2015}

Job Responsibilities:

- Handling / monitoring the overall operation at cent-re.
- Planning & implementation of dispatch schedules and deliverables.
- Maintaining the delivery performance level.
- Follow up with Vendor's for pickup shipment and ensuring pickup done on time.
- Monitoring all other clients dispatch data & In Transit TAT.

Company Name: DTDC Courier and Cargo Ltd {Jabalpur Location}

Designation - Branch Executive - Jan.2014 to Aug.2014.

Job Responsibilities:

- Handling the daily operational activities, pickups and reverse logistics.
- Monitoring the performance of branch.
- Handling the connection process, Inbound-Outbound logistics.
- Handling the franchisee bookings and load.

Company Name: Bunge India Private Ltd. {Jabalpur}

Designation - Sales Representative - July 2013 to Dec 2013

Job Responsibilities:

- Handling the secondary sales.
- Daily visits on stores to collecting orders.
- Build the new stores and develop the new area.
- Increase the sales and check the stock of stores.
- Maintaining the daily visits report's and submit to SO monthly.

EDUCATION:

Qualification	University	Institute	Subject(s)	Year
PG (MBA)	Annamalai, Tamilnadu	Cogent Business School, Jabalpur	Marketing /Finance	2012
UG (B.Com)	RDVV, Jabalpur	G.S college, Jabalpur	Commerce	2009

TRAINING AND MARKET RESEARCH:

Company Name: Coca-Cola (Udaipur Beverages Private Ltd), Jabalpur

Project Undertaken 1st June 2011 to 15th July 2011

'Pre-sell Implementation'

- Worked as a PSR - Trainee
- Learn to Appoint Channel Partner's (CFA, Super Stockiest, Distributors)
- First exposure in Channel Sales, distribution handling & Supply chain management.

Company Name: HDFC HOME LOAN- Jabalpur (On the Job Training)

- Worked as a coordinator

Company Name: Future Group- Big Bazaar, Jabalpur

- Worked as a Trainee from 1st March 2011 to 10th March 2011

CORE COMPETENCIES

The skills that I have developed during my past work experiences are:

- ◆ Strong analytical and creative skills
- ◆ Delegation and supervision
- ◆ Communication skills and team management.
- ◆ Developing people to enable them to take further responsibilities.

DECLARATION

I hereby declare that all above information is true to the best of my knowledge and belief.

Date: 30/07/2024

Rahul Mahindra

Place: Jabalpur