

Vineeth Balan

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CLUSTER MANAGER

Al karama, Dubai

CAREER SUMMARY

An organized, friendly, and punctual individual seeking a Supply Chain and Management. Recently completed a PG Diploma in Supply Chain and Management and Pursuing my MBA in SCM seeking to change career direction. Previous work history in Supply Chain and Management, An individual with excellent attention to Operations, Last mile Operations, Inventory Management and Customer service .

LANGUAGES

English, Kannada, Hindi, Tamil, Malayalam

EXPERIENCE

August 2016 - October 2019 = **Spino Soft Seating Trends (E-Commerce) – Store Executive**

- Work Negotiate contracts with suppliers and customers with procurement manager and buyers to source the right products.
- Improve the overall supply chain performance and look for any possible innovations to the process.
- Develop new and existing relationship with Vendors
- Control manufacturing and delivery processes.
- Coordinate, direct plan and everyday business operation
- Analysis of Market, distribution channels, competitive products and services, pricing strategies, sales tracking and market share analysis.

November 2019 – September 2021 = **Dunzo Digital Private Limited (E-Commerce) – Store Manager (FMCG)**

- Presentation of store and advertising displays.
- Recruiting, performance management, and workplace scheduling.
- Product management, including ordering, receiving, price changes, handling damaged products, and returns.
- development Problem solving, handling unusual circumstances. * Basic computer applications in stores management and materials control.
- Taking care of the inventory and working on controlling IID Cases.
- Taking care of the reordering level.
- In-warding the stocks received correctly according to the invoice.

- Enforcing COVID-19 safety protocol.
- Ensure store policies and procedures are adhered to within.
- *Area handling such as motivating employees to meet our targets, team handling, MIS reporting to regional manager, business management etc.
- Software used: - Shoptree, Rista and Dunzo

October 2021 – December 2023 = **Blinkit E-Commerce Private Limited – Sr. Store Manager (FMCG)**

- **Leadership and Management:**

- Provide leadership and guidance to the store managers and their teams within the area.
- Recruit, training, and developing store managers and staff..
- Set performance expectations, goals, and KPIs for each location.
- Maintaining high standards for product quality and handling products, complaints, wastages and improve to Store SLA's (C2PA, IN-STORE TIME, IPP, Fill Rate, PPI, Put away, C2PA, LM & GRN)

- **Operational Excellence:**

- Ensure consistent implementation of company policies, procedures, and operational standards across all locations.
- Monitor and improve operational efficiency and cost management oversee inventory management, supply chain, and logistics for the area.
- Sales and Revenue growth:
- Develop and execute strategies to increase sales and profitability.

- **Financial management:**

- Monitor and manage budget, expenses, and financial performance at each location
- Analyze financial reports and make recommendations for improvement ➤ Implement safety protocols and standards to protect employees and customers
- Quality Assurance:
- Maintain quality control standards for products and services
- Conduct regular audits and inspections to ensure consistency and quality Reporting and Communications:
- Provide regular reports and updates to senior management on the Store's performance
- Communicate with store manager and staff to relay company directives and updates.
- Software used: - Gofers, Blinkit and Zomato

April 2024- Till Date - **Natural Spices and Foodstuff Trading LLC, Dubai - Cluster Manager**

- **Dark Store Management:**

- Manage the overall operations of multiple 5 stores.

- Ensure operational efficiency and smooth functioning of all dark stores, along with launch of new dark stores across the city, as per the expansion plan.
- Meet delivery targets and ensure customer satisfaction.
- Oversee inbound and outbound logistics, ensuring timely and accurate deliveries.
- **Team Management:**
 - Manage a team of delivery partners and warehouse staff.
 - Recruit, train, and supervise staff, providing guidance and performance feedback.
 - Ensure staff are well-trained in company policies, procedures, and safety regulations.
 - Engage and motivate the team to achieve operational goals.
- **Inventory Management:**
 - Implement inventory control systems to accurately track and- and manage stock levels.
 - Conduct regular audits and reconcile inventory discrepancies.
 - Ensure proper handling and storage of inventory to minimize losses.
- **Vendor and Partner Coordination:**
 - Coordinate with vendors and logistics partners to ensure efficient operations.
 - Manage relationships with key suppliers and partners to maintain service levels.
 - Warehouse Operations Management:
 - Develop and implement strategies to optimize warehouse operations and improve efficiency.
 - Oversee daily operations to ensure high service levels.
 - Manage shipping and receiving processes, ensuring accuracy and timeliness.
- **Continuous Improvement:**
 - Identify opportunities for process improvements and cost-saving initiatives.
 - Implement lean management principles and foster a culture of continuous improvement.
 - Analyze operational data and key performance indicators (KPIs) to drive efficiencies.
 - Collaborate with cross-functional teams to implement improvement projects.
- **Manpower Management:**
 - Efficiently manage manpower to ensure optimal staffing levels and manage stock levels.
 - Conduct regular audits and reconcile inventory discrepancies.
 - Ensure proper handling and storage of inventory to minimize losses.
 - Software used: Amazon, Jeebly and Natural Spices.

EDUCATION

- 2013 – 2014 - 10th Stracey Memorial High School (56%)
- 2014 - 2016- 12th All India Higher Education Board (67%)

- 2016 - 2019- BBA – Indian Virtual University for Peace and Education (62%)
- 2022 - 2023- PG Diploma In Supply Chain and Management – Purdue University (USA)
- 2024 - (Pursuing) MBA IN Supply Chain and Management – Jain University (Bangalore)

SKILLS

- Ability to work under pressure
- Self and time management
- Excellent Follow up skills and dedication, a great work ethic, a “can do” attitude.
- Excellent communication and interpersonal skills * Ability to work with a diverse range of people.
- Sound organizational and problem-solving skills.
- Warehouse Management.
- *Staff and Operations Management.

ACHIEVEMENTS

- Lead the team and achieved highest ever store revenue in history of Dunzo in (April 2020)
- Successfully organized and handled multiple stores at once during the Covid (June 2020)
- Helping to Launch 10+ plus Store in a month (May - June 2020)
- Big Million sales 1st year in Dunzo 2500 orders 2020
- Getting to store from the bottom Metrics to one of the Top 5 Stores in South India (2022)
- Big Million days sales in entire Blinkit History to cross more than 5000 orders with highest GVM in a single day throughout India (2023)

STRENGTH

- Highly motivated, experienced, Ability to maintain excellent working relations with Superiors, peers and subordinates.
- Task oriented, Proactive, Hardworking, Analytical thinking and problem solving ability.
- An established record of decision making and experience in all phases of management systems, personnel management, guest service and overall support functions/facilities.
- Proficient in Microsoft Office (Word, Excel and PowerPoint)
- Excellent organizational, interpersonal communication, Leadership, time management and decision-making skills.
- Inventory management through the dashboard and sales management

PERSONAL INFORMATION

Date of Birth : 28th Feb 1998

Sex : Male

Marital Status : Unmarried

Permanent Address : Khalid Building, Al Karama, Dubai

DECLARATION

I hereby declare that the above said information and particulars are true and correct to the best of my personal knowledge and belief.

Place: Dubai

Yours Sincerely,

Vineeth B