

NAVEEN KUMAR M P

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#292,1st Main, AKG Colony,
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Bangalore-560067

Career Objective:

A dedicated Supply Chain leader with extensive experience of 7+ years in Core Operations and Central Control Tower operational works. Strong emphasis on factors like Core operations, Stake holder management, Cross functional Management, and Cost Avoidance. Looking for a similar job role in an startups to put my experience to achieve Company's objectives as well as to improve my knowledge.

Education

Examinations	Institution	Year of Passing
MBA-Marketing	AMC Engineering & Management College	2011
BSC—Computer Science	Sri Bhagawan Mahaveer Jain College	2009

Computer Skills

- Computer Knowledge & Application Software : Adequate Knowledge on MS Office applications & ERP.

Work Experience:

Company Name	Job Description	Experience	Year
Flipkart India Pvt Ltd	Lead- Central – Control Tower	3.3 Years	From Aug-2018 to till date
Xpressbees (Busybees) Logistics Pvt Ltd	Sr. Executive (Cluster Manager)	1 Year	From Sep-2017 to Sep-2018
Myntra.com (Vector E Commerce Pvt Ltd)-Logistics	Team Leader	3 Years	Jul-2014 to May-2016 Oct-2016 to Sep-2017
ISG Nova Technologies	Corporate Advances Invoice Reconciliation	10 Months (Process Shut Down)	Mar-2013 to Dec-2013
(KPO-Back End)	Group Lead		
Naveen Agencies	Own Distribution Business for beverages	2.5 Years	Business shut down 2017
ALPHA Enterprises	Promotional Supervisor	1 Year	Sep-2011 – Sep-2012

I. Working with Flipkart as Lead-Central Control Tower from Aug-18 to till date

- Lead-Control Tower – Taking care of Forward & Reverse Metrics with 6 people with 2 diversity
 - Ops Support team for performance validation, data analysis.
 - Cross Functional connect on daily basis to analysis business impact – CE Team, ADM team, planning team, HRBPs.
 - Planning & Capacity team – analyzing man power requirement in different models and capacity can be handled with available manpower.
 - Preparing daily, Weekly and monthly reports, analyzing and driving for better performance.
 - Working on projects - Forward metrics - Conversion, Breaches, APF, Reverse Metrics - Reverse Breach, APF & P1D.
 - Working closely with cross functional team to reduce cost with various business proposals.
 - Strategic Planning to improve performance of the hubs.
 - Organizing Weekly/Monthly review with all the regional leaders.
 - Connecting to tech team on daily basis to resolve tech issues of BYOD & ERP.
 - Organizing meetings with defaulter hub on daily and weekly basis to understand challenges and to find solutions to improve.

II. Worked with Xpressbees(Busy Bees) as Sr. Executive(Cluster Mgr) from Sep-2017 to Aug-2018

- Sr.Executive/Cluster Mgr – Handled 6 DHs with 6 Hs, 25 TLs and ~350 Delivery executives.
 - Managed all ground operational works.
 - Preparing daily, Weekly and Monthly performance reports and detail RCA for low performance and learning from to performing hubs.
 - Preparing WM level, Hub Level and cluster level reports and driving it for better performance.
 - Self-Audit for visiting Hub for Material Handling, pending RECO, Quality & Hygiene check.
 - Conducting Huddle to understand challenges and to review previous day performance.
 - Client wise data preparation to concentrate on key issue and find solutions.

III. Worked with Myntra as Team Leader from Jul-2014 to Sep-2017

- Sr. Delivery Associate (Team Leader) – Responsible for all Hubs Operational works.
 - Handling complete operation from day start to day end while in shifts.
 - Load receiving, following with delivery executives to report early and route segregation.
 - Early morning OFD to increase OFT of delivery executive.
 - Clearing Shipments as per priorities.CPDs,CD reasons, EKL Reasons.
 - Assignment all RVPs and following up for maximum pickups
 - Misroute bagging for right destination post cross verification.
 - 2nd run load clearance by following up with 1st shift SDAs and 2nd shift SDAs, if required cross connecting the shipments on route.

- Closing escalation(if any) through tasks dashboard and follow up to avoid escalations.
- Cash Reconciliation, Shipments Reconciliation, RVP Reconciliation.
- RTO/RVP bagging and keep ready to connect in next day morning load.
- Passing Critical updates while shift change and day end close.

IV. Worked with ISG Novasoft Technologies from Mar-2013 to Dec-2013

➤ Associate - Mortgage Process : **Corporate Advances Invoice Reconciliation.**

- **Data validation**
- **Data Analysis**
- I was a **Group Lead**, handling 15 people team during my period by which they are reported to me.

IV. Worked with ALPHA Enterprises from Sep-2011 to Sep-2012

- Launching New Products.
- Generating sales from Retailers and Distributors.
- Monitoring field staffs who were engaged in direct sales.

Achievements & Projects:

- Awarded with Best Zonal team continuously from past 4 years in BBD Event.
- Yellow Belt Certification on 11-11 capacity increase and breach reduction in Bangalore.
- Successfully launched Unified BYOD app across 250+ Hubs in the span of 3 weeks with limited challenges.
- Early Morning OFD(EMO) Project – To increase the Conversion and Customer experience.
- Best Presenter wards in Speak to Lead on Jet Airways case Study.
- Bangalore Conversion projects – to increase conversion and productivity – Increased from 83.4% to 85.2%
- Bangalore Kirana Conversion Project - to increase the Conversion, reduce fake and increase Customer experience.
- Misroute project - DH to DH misroute and Same day connection project – Reduced from 0.83% to 0.45%
- Kerala NSS Project – to reduce NSS marking, Created visibility of lat-Log distance view and created CB ID rate card to attempt all NSS. Reduced Kerala NSS from 0.82% to 0.46%
- Got Instant karma Award within 3 months of joining for tech issue resolution during 2018-BBD.
- Successfully Completed project on LH Network design, which gave goodness in Speed, cost and better customer experience.
- Started the carrier as Team Leader and now in Lead position with 7+ years' experience.

Interested to Work Profile details

- **Leadership and Teamwork**
- **Stakeholder/Cross Functional Management**
- **Data Science and Analysis**
- **Operational Excellence.**

Personal profile

Name	: Naveen Kumar M P
Date of Birth	: 31-Dec-1988
Present Age	: 33
Gender	: Male
Nationality	: Indian
Languages Known	: English, Hindi, Kannada, Tamil, Telugu and Marathi

Declaration

I hereby declare that the details furnished by me above are true to the best of my knowledge.

Place: Bangalore

Yours Sincerely,

Date:

NAVEEN KUMAR M P