

EDUCATION

- Michigan State University**, Michigan, United States 05/2018
Master of Business Administration, Operations & Supply Chain Management
GMAT: 730, GPA: 3.8, Academic Fellowship & Graduate Assistantship
- National Institute of Technology, Hamirpur, India** 05/2010
Bachelor of Technology, Mechanical Engineering
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EXPERIENCE

- Swiggy**, Gurugram 10/2019-Present
City Operations Head, NCR
 - Eliminated 2 lac monthly fraud orders in 5 cities by incorporating changes linked to the loophole processes in field operations to arrest a leakage of ₹5.5 lacs and improve the unit economics by 23% for NCR cluster.
 - Optimized the demand-supply planning of 10k delivery executives to fulfill 2 lac daily orders for NCR cities by analyzing efficiencies, utilizations, order volume and customer demographics to ensure deliveries under Rs. 50/order.
 - Improved operations serviceability of 35 zones to enhance Net Promoter Score (NPS) through 7% by analyzing delivery bottlenecks of restaurants, zones and delivery executives to build 5 stress-based operation configurations and achieve delivery time of 30 minutes.
 - Incorporated 5 new payout structures by evaluating city idiosyncrasies, financial impact and delivery operations to achieve a delivery cost of Rs. 45/order and ensure that fraud orders are not placed by placing respective clauses on product loopholes.
- Staples Inc**, Los Angeles, California 06/2018-10/2019
Sr. Operations Manager, Management Rotational Program
(Fulfillment Centre/Delivery Operations/ Strategy and Data Analytics/Process Excellence)
 - Led the implementation of robotics fulfillment center transitioning from a manual fulfillment system enhancing the order fulfillment productivity by 17%, reducing TAKT time by 20% thereby saving \$0.25 M in overtime costs.
 - Designed a production planning control tool to plan for the manpower based on the forecasted demand order volume, productivity statistics, and daily seasonality to achieve 21 orders per hour and reduce overtime by 25%.
 - Optimized the slotting, layout and profiling of 20,000+ SKUs in the automated warehouse based on the cubic velocity, selling velocity to minimize the inventory storage costs and maintain 5 days of supply (DOS).
 - Streamlined the Business Process Reengineering of the warehouse replenishment strategy to enhance the efficiency of replenishment by 50% through reducing touches in the whole replenishment process and reducing error rate by 7%.
- Amazon Inc**, Seattle, Washington 06/2017-08/2017
Sr. Product Manager, Amazon Logistics
 - Arrested revenue leakage of £2 M (in three months) by implementing an audit in UK Amazon Operations to identify 30 non-compliant sellers and 8090 non-compliant shipments.
 - Generated £0.5 M (in three months) by interviewing 30 UK sellers to optimize vehicle capacity planning of Amazon Pickup and devise a strategy to enhance seller's shipping experience with Amazon Logistics.
 - Improved the "customer promised delivery rate" to 98.8% from 96% by analyzing the value chain of Sort Centers to establish the need of installing 7 conveyor lines to process 28000 shipments daily.
- Hero MotoCorp Ltd**, Jaipur 06/2013-08/2016
Deputy Manager, Engine Development
 - Designed a comprehensive supplier assessment tool for 20+ Tier 1 and 2 vendors, improving conformity of production by 8% and average rejection rate across suppliers by 4%.
 - Directed a 5-member team to enhance engine mileage by 5% in a strategic alliance with supplier, reducing carbon footprint by 23%, certified as the most fuel-efficient two-wheeler in India.
 - Led a lean initiative to eliminate gasoline wastage by analyzing resource utilization on the production line, conserving 7500 gallons of gasoline and saving \$25M in costs.
- Ashok Leyland Ltd**, Chennai 6/2010 - 11/2013
Assistant Manager, Project Management Office
 - Facilitated on-time execution of a \$200M project through customized value-based sourcing with 3 suppliers to deliver 60K special defense vehicles, strengthening logistics support of Indian Armed Forces.
 - Applied regression and root cause analysis to identify and resolve problem of high emission in vehicles, reducing lead time by 30 days and saving \$5M in penalties.
 - Performed Failure Mode and Effect Analysis (FMEA) to identify risks and establish control measures in production processes for reducing product life cycle claims from public transport companies by \$10M.
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ACCOMPLISHMENTS

- Visited Mt. Denali (20K ft) and five glaciers in Alaska on a solo trip
- Trekked to the world's highest inhabitable village (15K ft) in Himalayas