

# Abhishek B Shah

Logistics Manager

## Contact

### Address

Vadodara, India 390022

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## Skills

Managerial background

Office excel, google  
Spreadsheet

Team Management

Tableau Data oriented

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## Work History

2022-09 -

### Last Mile Manager

2023-02

*Zomato Hyperpure Pvt Ltd, Ahmedabad*

- Manage and coordinate the delivery operations of the company's products or services from the warehouse to customer.
- Ensure that products are delivered on time and in the right condition.
- Coordinate with delivery personnel and ensure they have the necessary equipment, resources, and information to carry out their duties.
- Managing relationships with third-party delivery providers and other stakeholders.
- Monitor delivery performance metrics and develop strategies to improve delivery times, reduce costs, and increase efficiency.
- Ensure that customer satisfaction levels are high by providing timely and accurate delivery updates.
- Collaborate with other teams such as customer service, sales, and operations to ensure a smooth delivery process.
- Coordinating and managing delivery schedules and routes for drivers and other delivery personnel.
- Recruiting, training, and managing a team of delivery personnel, including drivers, warehouse workers
- Resolving customer complaints and issues related to last mile delivery.

2021-07 -

### Nodal Head - Logistics Operations

2022-06

*Zomato Ltd, Vadodara*

- Developing and implementing logistics strategies to optimize food delivery efficiency and reduce costs.
- Monitoring and analyzing delivery performance metrics, such as delivery time and customer satisfaction, to identify opportunities for improvement.
- Recruiting, training, and managing a team of logistics

professionals.

- Resolving delivery partners complaints and issues related to food delivery.
- Monitoring and improving the NPS of delivery partner.

2018-07 -  
2021-06

## **Assistant Manager - Logistics**

*Zomato Ltd, Vadodara*

- Prepare driver-hiring targets for the city basis growth plan.
- Activate and monitor various driver-sourcing channels.
- Lead team for hiring and training of drivers as per the projections and within TAT.
- Lead team for resolution of driver issues within specified time.
- Build efficiency in support processes for improving driver experience.
- Design and send out driver communication on daily basis.
- Analyze and improve driver performance metrics.
- Monitor key quality metrics at driver level and ensure they are under tolerance level.
- Drive service quality parameters for better customer and merchant experience.
- Run retention programs for drivers in cost effective channels.

2017-11 -  
2018-06

## **Associate - Revenue Operations**

*Zomato Ltd, Gurgaon*

- Update the account details for the new sign up merchant.
- Update the discount, commission & taxes details on the merchant dashboard.
- Share and upload payment details (UTR, NEFT transaction details) according to the auto refund policy.
- Handle day-to-day enquiry regarding payment details, issue and other disputes raised by the merchant.
- To analyze data derived from the query to check the fraud from either merchant or FE side.

- Prepare payout for LP and merchant settlement for restaurant partner and send it to the finance team for approval.

2016-10 -  
2017-11

### **Associate - Logistics**

*Zomato Ltd, Gurgaon*

- Take Follow ups of the critical orders assigned on the dashboard.
- Resolve the issue of merchant on Merchant inbound calls.
- Maintain the AHT of assigned orders on the dashboard.
- Resolve the issue of the delivery boy and further escalate.
- Maintain the process while resolving the issue with merchant and delivery partner.

2015-02 -  
2016-02

### **Client Service Executive**

*Medusind Solution, Ahmedabad*

- Make a call to representative of dental insurance company in USA.
- Take dental claim status to know if claim is paid, denied or pending.
- Ask reason behind one of the claim status if paid, denied or pending. - Archive everyday targets given per day and paste status into system.

2013-12 -  
2015-02

### **Internet Researcher**

*First Impression Professional Services, Ahmedabad*

- Collect vacancies from job portals and add to company database.
- Make profile Assessment report of client as per their profession.
- Prepare salary and monthly report of work done of all employees.
- Maintain attendance register and leave reports of employee.
- Attend calls from overseas client and provide information.

2013-02 -  
2013-10

### **Data Entry Operator**

*FTA HSRP Solutions Pvt Ltd, RTO Vadodara , Vadodara*

- Enter vehicle details and number plate size to company database.
- Generate receipt and collect cash from the customer.
- Upload flat file to and generate report of number plates.
- Prepare daily reports of number plates prepared and fitted.

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## Education

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2009-04 -  
2012-03

### **Bachelor of Commerce: Accounting**

*EILM University - Sikkim*