

Gaurav Gangwar

Area Manager



Area Manager seeking roles in Supply Chain Management, Logistics Management, Process Management, Grocery, Management, Escalation Management, Fleet Management, Inbound Operations, Outbound Operations, Last mile, First mile, Grocery

PERSONAL INFORMATION

Email

gauravgangwar63@gmail.com

Mobile

9654711784

Total work experience

12 years 0 month

Social Link

<https://www.linkedin.com/in/gaurav-gangwar-53415949>

CORE COMPETENCIES

- BASIC
- MS OFFICE

KEY SKILLS

Supply Chain Management

★★★★★

Logistics Management

★★★★★

Process Management

★★★★★

Shipping Management

★★★★★

Escalation Management

★★★★★

Fleet Management

★★★★★

Inbound Operations

PROFILE SUMMARY

A professional having experience of 12 years in Supply Management, Logistics Management, Process Management, Shipping Management, Escalation Management, Fleet Management, Inbound Operations, Outbound Operations, Warehouse Management, Dealer Management, MIS Reporting. Responsibility to manage and handle Last Mile delivery operations of the respective zones/city. Day-to-Day activities to identify and reduce overall supply chain cost for zone level. Ensure that delivery operations are conducted as per the required SLA Planning the services and implementation at ground level with required SLA. Conducting performance review with store leads. Ensuring proper coordination and collaboration among different Vendors. Preparation of MIS and SLE report of clients and monthly closure. Yellow task area identifier to Dam's and resolution to streamline. Maintain the Rapid mapping correctly for the respective zones in all services. Reducing customer TAT by planning best services. Lookout the customer NPS or CSA

EDUCATION

2011	MBA/PGDM Delhi School of Professional Studies and Research, Delhi
2008	B.B.A/ B.M.S institute of technology and science, ghaziabad
2005	XIIth English
2003	Xth English

WORK EXPERIENCE

★★★★★

Outbound Operations

★★★★★

Warehouse Management

★★★★★

Dealer Management

★★★★★

Logistics Manager

★★★★★

MIS Reporting

★★★★★

Area Manager

★★★★★

OTHER PERSONAL DETAILS

Date of Birth 16-Jul-1986

Gender Male

Address G56 Oxford apartment
ip extension
Padpadganj

City New Delhi

Country INDIA

Marital Status Married

Dec 2021 - Present

Area Manager

Tata 1mg

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Jul 2021 - Jan 2022

Area Manager Ops

Supr Daily -Grocery&Milk

Last mile deliveries,Route planning and Executive hiring/ training. Console Receiving and counting (Verify Challan, Stock) Non-console Crate counting (PCM, Hub Sorting and Physically received) Drop Point Console and Packet Sorting route Stock check, Delivery through App Reconcile Returns Route (Damaged Milk Packets, Damage Non-Milk, CNRC, Wrong route, Other) Crate Dispatch from Hub South Delhi area operations handling grocery and milk supply. 5 STL,TL10,350 executive and 30 supervisor

Jan 2015 - Jul
2021

Hub Incharge

Flipkart

Responsible for overall process in Hub (Inbound/Outbound/Inventory mgt>Returns) with load size of 5000 LM delivery and 35k FM (Market place shipments) To maintain the operations metrics and reduce the pendency on hub/Warehouse.

Leading a team size of 200+ people in Hub distributed in different process. Responsible to reduce the loss of Hub. Coordinating with different teams for the smooth process of DH. Taking care for Entire Field Operations of Delhi (Central) To maintain the city delivery and pickup TAT with team size of 200+ Executive and 10 Team Leader. Handling 3PL vendors like Delhivery, LMA,Kirana Responsible for Last Mile Operation across PAN North -

Rajasthan/UP/UK/Delhi NCR/Punjab/HP Primary SPOC for forward Operation NDD (Next Day Delivery) Shipments and External Clients, CPD Conversion Secondary SPOC for dedicated SPOC for Senior Level Escalations which includes social media/CEO/WCS escalation. Answerable to all the metrics like P1D, CPD/NDD Breach and Conversion Daily War rooms and Zoom meeting with HMT/Senior leadership. Handling time size of 4 executive for flashing reports and maintain MIS. Coordinating with MH/FC/Warehouse/DH/MP for operations and connection.

Jul 2011 - Dec
2015

Logistics and operations Executive

COSBIKE INDIA PVT.LTD

Role and Responsibilities (Marketing and Logistics executive) ? Follow up with Premium Vendors and showroom to ship the order within TAT (24-48hrs). ? Handling E-bike auto Category for Order placement. ? Meeting with sellers to understand their concern in Order processing and Resolving CX related queries within SLA. ? SPOC between production/Marketing Team and Vendor for the inventory and order placement. ? Responsible for Entire Inbound & Outbound Operation at showroom level

COURSES & CERTIFICATIONS

- BBA
- MBA/PGDM