

# Kartik Joshi

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## PROFESSIONAL SUMMARY

An avid hotel management graduate with an experience of over 7 years in retail, customer service and e-logistics at large hubs. Experienced in store management, manpower management, training and order fulfillment spanning from first mile till last mile. Handled restaurant with quick selling items and hyper local warehouse with least delivery TAT. Currently working as a part of inventory management team for a large mother hub.

## OBJECTIVE

Management responsibility with an organization where demonstrated skills in warehouse operations, training and inventory management can be translated into improved growth and profitability.

## WORK EXPERIENCE

**Assistant manager - Warehouse Operations, Insta kart services private limited - Flipkart --  
March 2021 - Present**

- Ensure timely pick, pack and dispatch of customer orders as per defined cut offs
- Maintain standards of health/safety/hygiene & security
- Controls matrices of the function & SOP adherence
- Track, control and reduce the defects to maintain inventory sanity
- To meet operational requirements by scheduling, engaging, assigning and following up on a task for direct reports employees followed by performance management on the basis of the same
- Generate and analyse reports for monitoring operations health for related bulks and area
- Reconciliation with stakeholders to close all issues within TAT

**Learning Manager - Warehouse Operations, Amazon transportation services private limited - Sort Centre, Middle mile -- July 2019 - November 2020**

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- Role 1 : Training and Development
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- End-to-end ownership of the associate and leader training programs at site: from needs analysis stage, to management and execution of training.
- Plan, develop, deliver, and evaluate all training initiatives to develop leaders at the site, working in collaboration with the senior team and Amazon's central Leadership function.
- Work as SME for any support required during operations.
- Lead improvement programs for achieving the quality matrices for site.

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- Role 2: Operations
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- Shipment bagging layout's analysis for optimum throughput per hour.
- Observing CPT volumes for the day and assess inbound and outbound plans accordingly for seller flex, return and forward shipments.
- Daily deep dive on the previous day matrices to cope up any forthcoming challenges.
- Detailed RCA for shipment misses to eradicate any process faults.
- Warehouse audits to keep a check on the health of the 4M available with process adherence.
- Held additional responsibility for safety audits during Covid pandemic to keep the facility safe and secure.

**Team Leader - Warehouse Operations, Amazon seller services private limited - Prime Now -- September 2017 - June 2019**

- Handling order fulfillment process from reservation capacity buildup to picking, packing and dispatch of the shipment from the facility.
- Inventory management by maintaining healthy cycle checks and adhering removal process.
- Reviewing and updating documentation as per the process needs.
- Daily management of department duties, including allocating labor, leading meetings, assigning job duties, and communication with internal and external suppliers.
- Ensuring successful area performance and 0 shipment breach through tracking, reporting and feedback of associate performance.
- Training associates and verifying SOP compliance
- Identifying and addressing safety hazards within the work area

**Process Developer - Business Process Outsourcing, Genpact - Latitude financial services -- March 2016 - June 2017**

- Credit card operations for Latitude financial services, Australia.
- Inbound Calling for client queries on their existing cards with GE.
- Credit control and waivers as per the account trend.

**Restaurant Manager - Retail Operations, Jubilant Food Works Limited - Domino's Pizza -- May 2013 - October 2015**

- Indenting raw material and supplies
- Restaurant Management and customer service
- Product quality management
- New systems & process implementation Maintaining food Cost, P&L and wastage control
- Crew member training
- QSR Inventory Management

- Staffing & attrition control
- Marketing activities to increase sales

## **EDUCATION**

**Institute of hotel management and catering technology - New Delhi -- Bachelor of science in hospitality and hotel administration, 2013, 68%**

- Inventory management
- Food production, storage, indenting and handling
- 6-month internship at Imperial Hotel, Delhi.
- 1 month participation in kitchen operations at Buddha International Circuit during Formula 1 event.

**NMIMS Global -- MBA, Currently Pursuing**

Supply chain management

## **ACHIEVEMENTS**

- Managed picking team during BBD 2021 dispatching a record 4,35,000 quantities in a day.
- Onboarded, trained and tracked 3000+ Associates, 30+ team leads and 15+ managers.
- Lead a project in a sort centre resulting in reduced "failed move" defects leading to high mis shipments DPMO from 3.23% to 1.62% in 4 weeks.
- Lead a program for gamification adoption for the west region with 91% adoption rate for the new hires during Diwali sale in middle mile leading to a reduced learning curve.
- Lead a split restaurant to generate sales with a same store growth of 130% for dine - in sales.