



**Mitesh
Parmar**
Manager

Contact

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An aspirational, self-driven and hardworking professional with 4 years of rich experience in FMCG industry, worked at both levels- team member & team leader to drive business operations and efficiency through process optimization, monitoring & analytics.

Accomplishments

- Reduced warehouse operational cost from 8.7% to 3.5%.
- Reduced damages and expiry from 4.3 % to 0.8%
- Warehouse Pick & Pack team efficiency increased from 18 bills per day per person to 35 bills per day per person.
- Increased the efficiency of dispatch team by 10.4%
- Increased the stock Inward process efficiency by 35%
- Designed and implemented the Quadratic Circle method for delivery routes, reduced the overall cost by 4.8 % and customer complaints reduced to 0.3%

Work History

2021-11 -
Current

Warehouse Manager

25 Taka Platforms Pvt Ltd, Bangalore

1. Warehouse management

- a. building and managing the network of distribution center as per the need of the business
- b. managing 1000+ fast moving SKUs across multiple vendors and multiple locations
- c. designing and implementing SOPs for operational visibility and efficiency.
- d. Every day packing Avg. 1500 Orders a day and delivering the same next day.

2. Logistics Management

- a. middle-mile logistics management for 1000+ orders per day per city
- b. Onboarded 7 logistics partners and reduced the cost from 13.4 % to 8 %
- c. Designed and implemented the SOPs for logistics partners & dispatch team, increased capacity for dispatch from 4 Vehicles per day to 10 vehicles per day with the same team.

3. Personnel Management

- a. building and managing a multi-city operations team across multiple roles
- b. training and up-skilling of operations personnel.
- c. Attrition rate for operations team reduced to 5.2 %

4. Compliance Management

- a. ensuring compliance across all aspects of operations

2019-05 -
2021-10

Operations Manager

Flourish Purefoods Pvt Ltd, Ahmedabad

- 1. Inventory management** : Managed inventory and availability across all 35 stores and ensuring the proper ordering to match standard display inventory & sales trends.

Ensure the positioning of stock and stock arrangement at stores. reduce damages and leakages at store level as well as during transportation.

2. Store Operations : All the stores to be operational as per company norms. Maintain store hygiene. complete all the trouble shooting tasks with the TAT. Solved 98% of tasks within the TAT.

3. Milk home delivery : Hygienic, timely and cost efficient delivery model preparation and implementation for morning home deliveries. Managing a delivery team for smooth & effective customer experience.

4. Compliance : Implementation of strategies to reach company goals. effective implementation and Monitoring of SOPs and Policies.

5. Customer Support : Customer relationship management and problem solving, After Implementing new delivery model customer complains reduced from 4.8 % to 0.3 % for delivery operations

6. Reconciliation : maintain the financial reconciliation details for stock movement, cash, credit and debit card payments and paytm payments. setting the daily monitoring process for reconciliation and reduced the pending daily receivables by 0.1%.

2017-01 -
2017-07

Project Engineer

Raj Engineering Services, Surendranagar

Shutdown, erection and alignment of equipment, machines and SS/GI/MS Pipelines and structures.

Reading P&ID and GA drawings, prepare a piping layout and installation of pipelines and machinery as per planning.

Education

2023-04 -
Current

Executive Course: Supply Chain & Logistics Management

Indian Institute of Management - Rohtak

1. Digital Transformation in Supply Chain and Logistics Management.

2. Data Analytics.

3. Learning software (Advance Excel, Tableau and R)

2017-06 -
2019-05

MBA: Operations And Production Management

Faculty of Management Studies - Vadodara

2013-06 -
2016-05

Bachelor's of Engineering: Mechanical Engineering

Sigma Institute of Engineering - Vadodara