

# Chandra Prakash Sharma

Contract Logistics & Operation



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## Education

- IIM Rohtak - EDP- Supply Chain Management
- Lean Six Sigma, Green Belt
- PGDM- Operation Management
- Master in Marketing Management

**Technical Expertise:** MS Office, WMS,SAP Easycom, Unicommers, Data Analysis.

**Language:** Hindi, English

**Marital Status:** Married

**Nationality:** Indian



## Profile

A solution oriented, take charge professional with multitasking approach having **13 + years** of experience in 3PL/FC Operation, Team management & training, SOP/KPI Planning, execution and control, Safety Management, Inventory Management, Strategic business commercial, Capex/Opex Management, Risk & Revenue Management, Cost control, Project implementation and Go Live Operation, Procurement, Vendor Management, B2C/B2B Omni channel Marketplace Operation, Distribution Management (First mile, Mid Mile and Last mile Operation), JIT, FTL, Extension delivery planning, Route planning & Milk Run, Key Account Management of Electronics and Mobile Phones, Apparels, Consumer durable, Cosmetics, Nutraceuticals, Automotive industry, is Looking for challenging career options in Supply Chain/Logistics & Operations Management and Quality in an organization of high repute.



## Skills

- Sight Safety, Man, Material and Machine Safety
- Custodian with integrity
- Project Management & Implementation
- Procurement & Vendor Management
- Customer On board & Go live Operation
- Team Management and motivational Training
- Multitasking and Parallel processing
- Manual and system control Operation
- Time Management KPI driven Operation
- Lean Operation with strategic fit finance
- Periodic review of Operational activity
- Inventory Management
- Inventory process flow design and control mechanism
- Optimum utilization of resources
- Solution Design and commercial preparation
- Data analysis and decision making
- Performance analysis and review
- Key Account Management
- Risk and revenue Management
- Total Productive Maintenance, 5S, KAIZEN
- WMS/TMS/Unicommers/SAP
- RCA & CAPA, CI planning and implementation
- SOP Implementation



## Experience

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### **Shyplite (Simba Logistics Pvt. Ltd) Feb 2022 - Oct 2022**

#### **Head of Operations**

Role: Facility development for Omnichannel Market place operation, Inventory Management, SOP/KPI/KRA team planning, Customer on board, Project implementation & go live, Transportation, Business Analysis, Cost Optimization and Vendor development.

#### **Responsibilities:**

- Managing warehouse Operation of multiple apparel brand in shared warehouse facility & achieving agreed KPI/ SLA.
- Handling the team of warehousing and transportation.
- Close monitoring of first mile, mid mile and last mile deliveries, coordination with courier partner and vendors for smooth deliveries, POD and COD remittance.
- Space Optimization and manpower planning for efficient productivity and sustain the profitability.
- Focusing on periodic Safety and motivational training to team. Close monitoring in Sight safety adherence. Infrastructure Development and maintenance in terms of safety of man, material and machines.
- Warehouse standardizations in terms of 5S and kaizen.
- MBR, QBR, CCR, IR reports from all branches and periodic review with customers.
- Close monitoring on Inventory management, Periodic inventory audits and reconciliation. Support in Solution designing, Budgeting & Commercial, material procurement.
- Manpower recruitment support at local level and coordination with central HR. Vendor sourcing and bill verification, processing for payment to central finance.
- Meeting customers periodically to understand their Supply chain requirement and Cross sell.
- Implementing customer's SOP & KPI, drafting internal KRA and close monitoring on adherence to maintain the 100% SLA.
- Review the Return replacement and Service cases.
- Solution for Lost/damaged c/ment and CN / DN process coordination with Logistics division and internal management.
- 100% POD submission to customer under given time frame.
- New Customer onboarding, Operational readiness follow-up with multiple stakeholders and proper execution till auto pilot operation.
- Operating cost control with deep digging on ongoing branch and vendor expense considering zero tolerance on operational productivity.

### **Robinsons Cargo & Logistics Pvt. Ltd. Jul 2015 - Aug 2021**

#### **Regional Manager (North, East & West India)**

Role: Key responsibility is to handle Overall Business of region and warehouse Operations of multiple customer's accounts in North, East & West India.

#### **Responsibilities:**

- Formulation & execution of operational strategies to handle present & forecasted volume.
- Coordinating with all the internal stakeholders for inputs and plan the activities over an operational time frame, governing smooth Operation.
- Benchmarking logistics processes and identify opportunities for customer experience improvement at lower cost.
- Identify the bottlenecks in day to operation and its concrete solution through system and manual control mechanism.
- Run and develop a team that independently interacts with various teams internally and externally and reliably strives for improving customer experience and success in warehouse operation.

- Periodic training and performance evaluation of team on multiple parameters ie. Inventory accuracy, Inbound process, outbound process, IR and incident report, document management, 5S, Kaizen and Safety and SOP adherence.
- Make sure all bills must be submitted on time with supporting documents like approvals PODs and payment collected under agreed credit limit.
- Working closely with internal stakeholders to collect the bad debts from Credit and dead customers.
- Credit customer's **Business trend analysis** weekly, monthly and quarterly, preparing MBR, QBR and presenting to the external and internal management. Periodic meeting with Customers with MBR, IR, CCR data.
- Vendor bill verification, processing for payment to central finance.
- Close monitoring on monthly OPEX vs commercial and petty cash in order to maintain the profitability in accounts.
- Travelling PAN India for regular meetings with customers and present the SLA review
- PPT. Preparing annual budget and Monthly cost allocation, P&L Management.
- Ensure optimum space utilization in warehouses by floor planning / storage space planning including racks, Spill over space new infrastructure development.
- Designing & implementing internal SOP, Process flow chart, KPI, KRA. Ensure to maintain, Dashboard, Incident report, Operation Audit, Monthly internal stock audit and Cycle count /PI in all the warehouses. Close monitoring and control on Scheduling, Sequencing, QC and JIT supply to automotive clients.
- Close monitoring on Periodic inventory audits and reconciliation.
- Commercial preparation and Solution design.
- Set up new warehouse (Leased, outsourced, BTS), project planning, cost optimization.
- Setup Manual control mechanism form IBL/OBL, HO/TO. File/ record management.
- Vendor sourcing, procurement, installation and go live.
- Contract & Commercial handling of Customer and Landlord outsourced
- vendors. Close monitoring of Govt. Compliances related to Warehouses and manpower.
- Preparing regional 3PL Business development plan. Cross sale/ New sales with the help of existing clients.
- Participate in Exhibition, RFQ introduce our service in market.

### **Safexpress Pvt. Ltd. Nov 2012 - Jun 2015**

#### **Asst. Manager 3PL Operations**

**Role:** Leading member in organization for handling PAN India business of assigned portfolio of More than one Crore per month, maintaining **sustained revenues** by handling key accounts and increasing business & **customer loyalty** by providing the best Supply Chain Solution in the industry.

#### **Responsibilities:**

- Managing Key Account for assigned portfolio on Pan India basis and promoting Safexpress Brand in the assigned segment market.
- Handling the primary and secondary distribution process of assigned client, preparing the stock in out report and ensure that the entire billed items are dispatched as per c/nor guideline.
- On time POD management for timely billing and collection of Project deliveries and COD/DOD consignments with keeping the close monitoring of delivery complains raise by client.
- Keeping close monitoring of OHD & Operation team and multiple outsourced vendors for efficient and effective delivery of booked c/ment to improve the Service level.
- Single window solution for Shortages, Damages, redirection, rebooking, deviations and all the customer grievances. Follow-up and reporting claim settlement, COF and freight deduction.
- Handling the commercials of Warehouse, 3PL & Distribution management. Price negotiation, renewal of contract. Participating in RFQ of Warehousing and Express Distribution, presenting the best logistics & distribution plan to Customers.
- Monthly planned meeting with Senior Management of client to review the current business via ServiceLevel Analysis Report & Presentation and employ my expertise to improve the on time deliveries of customer valuables.
- Handling North India Operation team, Managing team communications and conflicts.
- Preparing, maintaining and analyzing weekly, monthly, quarterly & yearly performance MIS report.
- Focused on market trend and competitor's day to day activity, share most relevant information to Top

Management.

- Monitoring the CFT (Weight volume analysis) and its impact on revenue and focus yield continuous improvement in Yield growth.
- Preparing daily collection report, bill submission report and proactive planning for timely collation of assigned collection target.
- Keeping track of Business Transactions via regular follow-up for Outstanding, Control over Credit and ontime bill submission.
- Proactive approach, keeping the customer informed about vehicle breakdown, misrouting, shortages, Damages by providing customized MIS reports.

### **Om Logistics Ltd *Apr 2009 - Oct 2012***

#### **Sr. Executive warehouse Operation**

**Role:** Solely responsible for handling the business in Goa Region in terms of Client retention, Client Acquisition, Billing and Credit control of Express, Air, FTL and Rail Cargo.

#### **Responsibilities**

- Client relations, which includes handling major accounts of the company and provide premium quality customer services thus keeping them delighted.
- Business development through regular visits to existing & new customers.
- Vendor Selection for FTL and PTL movement, LSP bill processing.
- Handling end-to-end on time delivery of customer shipments
- Keeping records of Billing and collection by regular follow up and client visits.
- Keeping the customer informed by providing customized MIS reports specifying the details for tracking the shipment movement at various points in the delivery chain.
- Keeping track of business transactions happening daily and weekly via MIS report
- Preparing sales and collection report for business review.

## **Projects**

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- Develop Manual control mechanism for promotional material.
- 15+ Warehouse setup and Go live operation Pan India.
- BTS Warehouse project and Go Live for Shiprocket.
- In plant warehouse management, JIT supply to KML for Lear Automotive.
- CFT Variance analysis and additional revenue generation.
- Bad Debts collation from dead customer.
- Damage control mechanism set for BSH appliances.
- Return and replacement SOP designed, implemented and controlled for BSH appliances.
- Backup week implemented in Pan India to sustain continuous Operation.

Date:

Signature