

# Supply Chain Professional

## Executive Profile

A **IIM Rohtak Certified, VSkills certified & Lean Six Sigma (Black Belt)**, solution-oriented Supply Chain professional having 18+ years of experience in streamlining operations, implementing cost control & maximizing supply chain profitability by setting up new sites, implementing QMS, establishing standard supply chain practices while managing all-in-all of an organization in terms of team development, maintaining SLAs, defining KPI, developing WMS etc. Also, have successfully, lead, software development, software migration, while ensuring BCP (Business Continuity Planning) and supporting business in the peak time, in a cost-effective way.

## Skills

### A) Supply Chain: Total Experience 18 Yrs.

➤ Warehouse Operation	➤ Logistics	➤ Vendor Management	➤ Auditing
➤ Automation	➤ E-commerce	➤ Reverse Logistics	➤ MIS/ Data Analysis
➤ Process Improvement	➤ P & L	➤ Inventory Control	➤ Operational Excellence
➤ Loss Prevention	➤ Reconciliation	➤ WMS	➤ QMS & SOP Development
➤ Training	➤ Recruitment	➤ Project Management	➤ CAPEX/ OPEX
➤ First Mile	➤ Last Mile	➤ Loss prevention	➤ Warehouse Operations

### B) Retail Operations: Total Experience - 08 Years

➤ Store Operations	➤ Project Management	➤ Loss Prevention	➤ MIS/ Analytics
➤ Customer Service	➤ Budget & Cost Control	➤ Team Building	➤ Merchandising
➤ Sales Planning	➤ P & L	➤ Recruitment	➤ Loss Prevention
➤ Cold Chain Operation	➤ Start-up Operations	➤ Vendor Management	

### C) 3 PL: Total Experience - 07 Years

➤ CFA & CSA Operations	➤ Multi-Site Operations	➤ Cold Chain Operations
➤ Supply Chain	➤ SLA, KPI & MIS	➤ Waste Management
➤ P & L	➤ Customer Service	➤ Training
➤ Internal Audits	➤ Compliances	➤ Fleet/ Transport Management

### D) Certifications

Sl. No.	Certificate Description	Issuing Body
1	NCC - C Certificate (Air Wing) With A Grade	No. 1 Gujarat Air Wing NCC, Vadodara
2	Passed PAT (Pilot Aptitude Test)	No. 1 Gujarat Air Wing NCC, Vadodara
3	Supply Chain Management	VSkills
4	Lean Six Sigma - White Belt	Anexas Europe
5	Lean Six Sigma - Yellow Belt	XLNC Academy
6	Lean Six Sigma - Green Belt	XLNC Academy
7	Lean Six Sigma - Black Belt	XLNC Academy
8	Operations & Supply Chain Management	Udemy
9	Executive Program in Supply Chain & Logistic Management Applied Digital Transformation & Analytics	IIM Rohtak

## Industries Served

Retail	FMCG	Confectionery
Healthcare	Security Appliances	Pharma
Toys	Books & Magazines	Music & Gaming
Agro Chemical	Automobile Spares	Electrical Machines
Souvenir	Paint & Chemicals	Household – Electricals & Non-Electricals
Electronic Devices	Stationery	Tyres
E-Commerce		

## Professional Experience

1. ***Odicea Distribution Technologies Pvt. Ltd.*** April 2022 to till date as ***Project Lead (Retail)***

Role Changes: ***Project Lead → Process Excellence → Operation Excellence → Business Excellence***

**Work Experience:**

- a) Scouting for new properties (Warehouses) in business areas to support sales and improve Supply Chain
- b) Setting up new warehouses from scratch for RTM & BTS model warehouses.
- c) Defining SOP, MIS formats, WMS report formats, suggesting for Transaction flow in WMS etc.
- d) Coordinating with all departments to ensure best fill rate in warehouse, timely processing of orders, ensuring best OFR, Inventory management, Forward & reverse logistics
- e) Product Development, Budgeting, Data Analysis etc.

2. ***23 North Logistics Solutions Pvt. Ltd. (Formerly known as Supreme Logistics Solutions Pvt. Ltd.)*** September 2020 to March 2022 as ***Process Excellence Manager (3PL)***

**Work Experience:**

- a) Managed and improved operation of 40,000 Sq. Ft. warehouse in Delhi so as to reduce RTO from Key accounts specially.
- b) Improved performance for reverse logistics (Service cases – Pick-up & Replacement)
- c) Improved Inventory hygiene in terms of storage, correction of wrong data in SAP, implementing 5S, use of signages, Conducting weekly review meeting with team members for SLA monitoring etc.
- d) Conducting Internal Audits for Records, Inventory, Process control & facilitating external audits.
- e) Forward & Reverse logistics control for FG & Service Goods
- f) Improving compliance in warehouse by implementing safety measures (Fire extinguisher etc.), Started BCP concept and arranged resources accordingly, P&L preparation, POD Tracking etc.

Along with above mentioned, was assigned a task of taking HOTO of a new client and this included understanding the existing process, developing WMS as per SLA, Control formats implementation etc.

Was asked to take charge of East Zone on urgent basis to coordinate for Client Audits and operation. I wish to mention that there was ZERO debit in my tenure (From Jan 2021 to Mar 2022). Also, replicated improvements of Delhi warehouse in East warehouses while improving P&L parallelly.

***Industries involved:*** Electrical & Electronic Goods,

3. ***DGS Translogistics Pvt. Ltd.*** Jun 2019 to August 2020 as ***General Manager (3PL)***

**Work Experience:**

- a) Operations of 35 warehouses PAN India ranging from 3,000 Sq. Ft. to 40,000 Sq. Ft.
- b) Executed Internal audits, HOTO, Facilitating External audits and started SLA monitoring by implementing Dashboard.
- c) Taking Business calls, Coordination with Government bodies, Transportation, Operations, P&L, AP & AR reconciliation etc.
- d) Participating in RFQs
- e) Implemented formats of P&L, started monitoring of SLA and other improvements resulting into savings, better operational control, WMS development, HOTO, Internal Audits etc.

- f) Changed the process of Vendor payments (Transporters) and also few transporters resulting in cost saving through negotiations.
- g) Attending Client meetings, reviewing performance and SLA of warehouses through KAMs, taking business decisions in the interest of organization, following up for AP & AR, Preparing internal audit plan etc.

**Industries involved:** FMCG, Paint & Chemical, Plastic Goods, Electrical & Electronics, Tyre etc.

**5. Dynamic Trade Solutions Pvt. Ltd.** October 2017 to January 2019 as **DC Manager (3PL)**.

**Work Experience:**

*Project 1: This setup and results were achieved in 09 months. This 85,000 is now converted to 3.5 Lakh Sq. Ft. warehouse and all QMS etc. is implemented successfully. Its current throughput is around 01 Lakh cases (2,000 Ton). Total manpower of 100+ is involved in this operation.*

- a) Setup of 85,000 Sq. Ft. warehouse handling throughput of approx. 20,000 Cases (400 Ton).
- b) Defining and rolling down of SOP, QMS, Control formats etc.
- c) Cleared Compliance, Commercial & internal audits with no debit and minor NCs.
- d) Training, Budget, Recruitment, Transportation, Vendor development, Vigilance, Inventory control, Customer service (Principal company & around 62 Active End Customers), Coordination with Sales team etc.
- e) Conducting internal audits like – Cycle count, stock count, document & record audits, compliance audit, Quality audits etc.
- f) Vehicle & delivery tracking, transportation costing, Vendor payments etc.
- g) Defining and monitoring KPIs of staff, SLA by principal company, reports (MIS) etc. on routine basis.

*Project 2: This is second project being setup from July 2018. We have Total 1.2 Lakh Sq. Ft. of warehouse spread across in the area of 40 Kms. This is agro operation and thus is seasonal. Current throughput is approx 7000 cases (105 Ton). Total manpower involved was around 40 which is reduced to 18 now.*

- a) Setup of warehouse operation initiating from HOTO complications to smoothening of operations.
- b) Replication of operational controls from previous project to establish check points and control.
- c) Conducted internal audits to identify operational gaps and ensured its closure.
- d) Budgeting, recruitment, JD/ KPI, SLA monitoring, commercials etc. is defined and proposed to senior management.
- e) Cleared 02 commercial audits 01 by Principal company and 01 including third party auditor.
- f) Safe guarded stock of around 40 Million (@ Cost Price) in last commercial audit by virtue of experience and routine audits conducted from time to time.
- g) Presentations for HO, routine warehouse tasks, cost control, getting commercial approvals etc.

**Industries Involved:** Healthcare, FMCG, Drugs (Cold & Non-Cold), Agro etc.

**6. Parekh Integrated Services Pvt. Ltd. (PISPL)** - September 2015 to February 2017 as **Assistant Executive to Zonal Manager (3PL)**.

Joined as Assistant Executive and was put on Fast Track for the position KAM (Key Account Manager)

**Work Experience:** Improved Supply Chain standards (PAN India) of 04 warehouses having total area of around 24000 Sq. Ft. with different temperature control ranging from -85 degree to +30 degree. Along with above, MIS/ Operational data of 54 warehouses (North India), Dashboard review, Logistics, Complaint analysis, SOP definition, KPI, SLA, Customer Service, P&L etc. Coordinating with Principal companies, 54 warehouses, presentation and analysis on behalf of our management etc.

**Industries involved:** Agro, Paint, Healthcare (Cold & Non-Cold), Security System, Chemical etc.

**7. Travel News Services (I) Pvt. Ltd. (- In partnership with WH Smith: A UK based PLC)** - June 2010 to Jan 2014 as **Asst. Manager – Warehouse (Retail & Supply Chain)**.

Joined as Asst. Manager – Warehouse in June 2010 and **promoted** to Manager – Warehouse in April 2013

**Work Experience:** Handled Warehousing, Logistics, Storage etc. of around Rs. 60 Million involving around 30,000 SKUs (More adding up) on monthly basis in area of 6500 Sq. Feet. We started our operations in India in 2010. In Delhi, successfully started 06 Retail stores at T3, IGI, 01 at High Street & 01 at Metro Station along with rolling out of warehouses inside the Airport & then Central Warehouse catering 05 warehouses & 23 Stores across India.

**Categories Handled:** Books, Magazines, FMCG, Stationery, Apparels, Toys, Health & Beauty (Cold & Non-Cold) etc.

8. **Landmark Limited – A TATA Enterprise** - April 2006 to June 2010 as **Back Office Manager (Retail & Supply Chain)**.

Joined as Customer Care Executive in 2006 and was **promoted** as Back Office Manager in 2008.

**Work Experience:** Started Warehouse & Retail Stores in Vadodara & Ahmadabad along with imparting training for Front & Back End to team. Handled, transactions of around Rs. 250 Million involving around 1,00,000 SKUs database on monthly basis in area of 6000 Sq. Feet. Working efficiency of warehouse was improved by almost 150%, by handling double volume than that of last year while reducing manpower by almost 50% along with increase in sales by around 60%. Our store was awarded with “Best Store of the Year” for 2009-2010.

**Categories Handled:** Books, Magazines, FMCG, Stationery, Music, Apparels, Toys, Health & Beauty etc.

9. **Deep Multiplex – A division of Krishna Cinematic Pvt. Ltd.** - Jan 2005 to April 2006 as **Team Leader (Entertainment- Retail & Supply Chain)**.

**Work Experience:** Started up the operations of Multiplex with the setup of Warehouse (Supply Chain) followed by Screens. Got required vendors enrolled under budget & ensured maintenance of supply & service standards constantly. Completed few marketing events along with launching of new products, lease & renting of stores in Multiplex premises, P&L etc.

10. **In marketing firms** - July 2003 to Jan 2005 on **contractual basis for survey & sales (Sales & Marketing)**.

**Work Experience:** Sale of Dictionary, Sale for telecom companies, marketing for telecom companies, etc.

11. **Café Coffee Day** - June 2002 to July 2003 as **Team Member (Restaurant- Retail & Supply Chain)**.

**Work Experience:** Overall café operation of our shift along with opening & closing of café. Have been involved in Stock maintenance & warehouse management and have sold maximum combo in a month as against all branches across India.

## Personal Details

- Name: Saurabh Singh
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- Languages Known: Hindi, English & Gujarati
- Last Qualification: Bachelor of Arts

Saurabh Singh