

SUDHAGAR BALAN

Zonal Operations Manager – Logistics & Supply Chain

Dynamic logistics and supply chain professional with 15+ years of experience managing large-scale operations, team leadership, and process optimization. Demonstrated expertise in warehouse operations, inventory accuracy, and implementing cost-saving initiatives. Proven success in managing multimillion-square-foot facilities, achieving Six Sigma standards, and fostering productive teams. Accomplished in strategic planning, vendor coordination, and enhancing customer satisfaction.

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📍 Bangalore, India

WORK EXPERIENCE

Zonal Lead (Assistant Manager)

Flipkart India Pvt. Ltd

06/2024 - Present

Bangalore

Achievements/Tasks

- Managed over 3M sq. ft. across 40 sites with a team of 500+ associates.
- Delivered Six Sigma inventory accuracy, ensuring minimal customer reliability issues.
- Developed and executed operational strategies to meet key performance metrics.
- Monitored performance metrics, leading to process improvements and cost optimization.
- Oversaw the execution of business plans, aligning resources with objectives.
- Ensured compliance with regulatory and company standards in all operations.

Assistant Manager – DC Operations (Large Appliance)

Flipkart India Pvt. Ltd

05/2022

Bangalore

Achievements/Tasks

- Improved storage capacity by 50% with innovative pallet solutions.
- Optimized B2C logistics, reducing monthly costs by ₹9 lakh.
- Introduced safety measures like blue-light reach trucks, achieving zero collisions.
- Managed inter-warehouse stock transfers, saving ₹1.2 Cr annually.
- Increased team productivity through advanced training and supervision.
- Reduced damage and non-ATP inventory areas, resulting in ₹3.5 Cr cost savings.
- Monitored performance metrics to assess operational efficiency and implement improvements.

Shift In-Charge – Senior Executive (DC Operations, Large Appliance)

Flipkart India Pvt. Ltd

10/2014 - 01/2022

Bangalore

Achievements/Tasks

- Spearheaded Lean Six Sigma projects, achieving reductions in RTO and gym kit returns.
- Streamlined workflows, saving ₹3.5 lakh annually through automation.
- Improved storage layouts, increasing capacity and efficiency.
- Conducted detailed inventory audits, reconciling discrepancies worth ₹3.15 Cr.
- Designed customer return handling processes, saving ₹1.3 Cr annually.
- Collaborated with teams to clear storage constraints, saving ₹2.58 Cr.
- Increased delivery speed in metro areas by implementing multi-run logistics plans.

SKILLS

Logistics Operations

Supply Chain Management

Warehouse Management

Inventory Control

Vendor Management

Process Optimization

Cost Reduction

Strategic Planning & Execution

Leadership

Team Development

EDUCATION

Bachelor of Commerce

Sacred Heart College

2009

CERTIFICATES

- Lean Six Sigma Yellow Belt
- Advanced Warehouse Operations & Inventory Management

AWARDS

- Best Employee of the Year (2019)
Flipkart
- Ekart Productivity Award – 2021
Flipkart
- Regional R&R Awards (2022): AMJ'22, JAS'22, OND'22
Flipkart

PROJECTS

Space Optimization & Cost Savings

- Increased pallet sizes from 1.2m to 1.4m, boosting storage capacity by 50% and unlocking **1.5 lakh sq. ft.** of warehouse space. Consolidated warehouses in Hosur, saving **₹1.2 Cr annually** in fixed costs.

RTO Reduction for Gym Kits

- Reduced RTO for gym kits from **31% to 17%**, driving cost savings and improved customer satisfaction.

Process Automation & Efficiency

- Implemented **parallel receiving/put-away processes**, reducing processing time and saving **₹3.5 lakh annually**. Scaled process improvements across Pan India, optimizing warehouse efficiency.

WORK EXPERIENCE

Supply Chain Executive

Salor Online Wholesale

01/2012 - 01/2014

Bangalore

Achievements/Tasks

- Monitored and managed inventory stock levels, ensuring seamless operations.
- Improved logistics operations by coordinating timely transportation of goods.
- Collaborated with teams to implement storage strategies, optimizing space usage.
- Ensured compliance with safety and operational standards across facilities.

Supply Chain Executive

Indianmyra

01/2011 - 01/2012

Bangalore

Achievements/Tasks

- Performed product quality checks, ensuring compliance with client specifications.
- Maintained accurate inventory records, minimizing stock discrepancies.
- Enhanced order processing efficiency through process improvements.
- Managed dispatch operations, meeting tight delivery timelines.

Customer Care Executive

Landmark Store

01/2009 - 01/2011

Bangalore

Achievements/Tasks

- Delivered high-quality customer service, resolving issues promptly.
- Coordinated with cross-functional teams to streamline customer inquiries.
- Maintained customer satisfaction through personalized service and solutions.

PROJECTS

Inventory & Cost Optimization

- Resolved issues with **5,600 units worth ₹9 Cr**, clearing **641 pallet positions** and saving **₹3.5 Cr** by optimizing inventory management. Managed customer returns, reprocessing damaged goods, and saved **₹1.3 Cr annually**.

Warehouse Layout & Logistics Efficiency

- Improved warehouse storage capacity by **50%**, optimizing rack PPP from 6 to 7.2 kg, and increased rack storage for large appliances. Reduced logistics costs by **₹9 lakh/month** through efficient inter-warehouse stock transfers.

Delivery & Safety Enhancements

- Increased same-day delivery speed by **8%** in Bangalore metro, improving customer satisfaction. Implemented **blue-light technology** for reach trucks, eliminating workplace accidents.

Cost Reduction at MPL01 DC

- Reduced VCPS by **₹9 per unit** at MPL01 DC, saving **₹1.2 Cr annually** through process optimization and resource planning.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Tamil

Full Professional Proficiency

Kannada

Full Professional Proficiency