

VAANI CHHABRA

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PROFESSIONAL SUMMARY

Accomplished Team Lead with in-depth experience in warehouse operations to meet continuous and customer needs. Well-coordinated and decisive leader with expertise in team building and performance optimization. Developing and maintaining best practices for effective high-volume fulfillment.

WORK EXPERIENCE

Amazon India- New Delhi

Operations Team Lead

Responsibilities Handling-

August 2020- Present

- IB/OB of FC operations (Fresh & SSD) with CPT division, SLA and TAT.
- Manpower & Planning- Handled the team of 70 people, track TPH, UPH and indirect functions.
- Inventory- NIB, FC Cancellations, Damages, PGT, BCC, SBC, W2W, Adhoc BCC, IRDR and LUA.
- Safety & Security compliance- FSA audit, 5S, Near Miss, Concern Reporting & Covid19 Audits.
- Returns/Removals/Reversals- Expiry removals, reversals/reactive and CRET processing.
- Facility - Check & maintain bin labels, consumables, safety, facility, stationary & equipment's.

SKILLS & STRENGTH

- Distribution and warehousing
- Team Management and Training.
- Articulate and able to communicate with people at all the levels across organization.
- Policy and Procedure Adherence.
- 5S, Kaizen and 6 Sigma
- Communication and negotiation

PROJECTS & ACHIEVEMENTS

- Proposed and implemented an R&R programme for associates on weekly basis. It increased associate retention by 40% and SLI engagement upto 97%.
- Designed and implemented a Kaizen for fragile ASINS/ SKUS packing. It reduced damage by 80% WoW, Customer Concession by 50%.
- Achieved 100% SPOO Adoption Compliance to have track record of the bags in use (missing bags, damage bags and order history)
- Implemented BOATS maintenance action plan of all category bins, resulted in 25% increase of IB productivity, 20% OB productivity and 22% inventory count. Moreover, warehouse damage reduced by 55%.
- Underlined the issue of falling IB productivity took the ownership to streamline the same as per Standard targets through continuous AA feedback, Daily DD of order drop locations, stowed units, and rates tracking.

ACADEMIC DETAILS

- **Supply Chain and Logistic Mgmt. Applied Digital Transformation and Analytics** from IIM Rothak.
- **PGDM** from JIMS Rohini, New Delhi in 2020.
- **BBA** from Chitkara University, Chandigarh in 2018.

PERSONAL DETAILS

DOB: 19/06/1997

Father's Name: Mr Vivek Chhabra

Gender: Female

Marital Status: Single

Languages: Hindi & English

Nationality: INDIAN

DECLARATION

I hereby declare that the above-mentioned information is correct to my knowledge & I bear the responsibility for the correctness of the above-mentioned particulars.

Place- New Delhi

(Vaani Chhabra)