

**VINOD KUMAR SINGH****E-Mail:** [vinodsingh2607@gmail.com](mailto:vinodsingh2607@gmail.com)**Phone:** +91-9818443826

A Competent professional with 18+years of experience in Supply Chain Management, with Excellent leadership, communication, and interpersonal skills. Ability to manage multiple projects & priorities in a **fast-paced environment** with multi-domain exposure spanning across **E-commerce & Distribution**. A keen performer with experience in managing **Multiple Warehouses**


**CORE COMPETENCIES****SUPPLY CHAIN MANAGEMENT & OPERATIONS**


- Warehouse Management
- Inventory Management & Optimization
- Team Mgmt, Training & Development
- Logistics Management
- Capacity Planning/ Layout Designing
- Manpower Requirement Planning
- KPI formulation & Management
- Problem-Solving Skills
- Productivity Improvement

**PROCESS EXCELLENCE**

- Lean Six Sigma
- Pareto Analysis, Why-Why Analysis, Fishbone diagram
- RCA system implementation
- Value Stream Mapping
- Kaizens
- Structured Problem Solving
- 6S
- Lean 6 Sigma Yellow belt
- Best practice benchmarking

**ORGANISATIONAL EXPERIENCE**

Organization	Brand	Role - WH Operation	Duration	Geographical Location
Flipkart India Pvt Ltd		Senior Manager - [Apr'23-Present] Manager-II - [Apr'21-Mar'23] Manager-I - [Apr'19-Mar'21] Asst. Manager - [Nov'14-Mar'19]	9 Yrs 3 Mths	Gurugram (2023 - Present) Patna (2017-2023) Kolkata (BBD Oct'20 & Oct'21) Hyderabad (BBD Oct'17 & Oct'18) New Delhi (2014-17)

Organization	Organisation	Role - Operation	Duration	Geographical Location
Safexpress Pvt. Ltd.		Assistant Manager - Operations Executive - Operations (Network, Fleet, Vendor, Delivery)	9 Yrs 4 Mths	New Delhi (2005-14)

**WORK EXPERIENCE****Flipkart India Private Limited, Gurugram, Haryana, India****Apr'23-Till Date****ROLE :** Warehouse Operations B2C (FC, XD & LM)**DESIGNATION :** Senior Manager - I**JOB RESPONSIBILITIES**

- Operating warehouse size of 4.5 lacs Sqft, consisting of Operations, Facility Management & EHS
- One box one mindset multi domain hybrid model of FC (Fulfillment Center), XD (Cross Dock) & LM (Last Mile).
- Cost control [Fixed & Variable Cost Mgmt].
- Strategizing in increasing the FC P1% & Speed improvement [D0, D1] program coordinating with stakeholders
- Handling of SDR, DDR & MTS Technology for inventory management.
- Returns processing pendency at D-1 along with FIFO adherence
- Analysis on damage breach, OBD damage, N-RI% and taking it up with the concerned LML (Large Last Mile)
- Logistics Loss Control through tracking E2E returns pendency, Bulk pendency, Short Shipments closure, etc
- Team management of 20 WC and 500+ Captive MP during peak & 1000+ Captive MP during peak sale period
- Deployment of FLEX manpower model to mitigate the risk of absenteeism / attrition.
- Master Dashboard preparation and daily huddle to get the operation visibility and providing the same to the management.
- Safety standards to be maintained as per laid standards of the company [MSI score > 95%]
- Last Mile operations and its metrics
- Cross Dock [XD] / Sort Center operations
- Building for future platform

**DESIGNATION: Manager-II****Apr'21-Mar'23****JOB RESPONSIBILITIES**

- End to end processes of warehouse onboarding, from design to facility management and to operational set up
- Managing E2E of temporary warehouse for BBD sale event [4 months]
- Hiring, training, talent pool creation of MP [BC]
- 100% adherence to Inbound slot and receiving on the same day
- Ensuring 100% PST of Inventory for the month with 100% inventory accuracy.
- Driving performance of the Warehouse as per agreed throughput plan and SLA while controlling the CPS.
- 100% adherence to Inbound slot and receiving on the same day
- Daily planning of resources as per the aligned capacity to get maximum output in every possible way from each department.

**DESIGNATION: Manager-I**

**Apr'19-Mar'21**

**JOB RESPONSIBILITIES**

- Hiring, training, talent pool creation of MP [BC]
- 100% adherence to Inbound slot and receiving on the same day
- 100% DMT adherence
- Ensuring 100% PST of Inventory for the month with 100% inventory accuracy.
- Driving performance of the Warehouse as per agreed throughput plan and SLA while controlling the CPS.
- 100% adherence to Inbound slot and receiving on the same day
- Daily planning of resources as per the aligned capacity to get maximum output in every possible way from each department.
- Implementing and adherence of warehouse operational SOP

**DESIGNATION: Assistant Manager**

**Nov'14-Mar'19**

**JOB RESPONSIBILITIES**

- Manage warehouse inventory of 37K sqft
- Managing Inbound, Inventory, Outbound and Returns.
- Ensure all orders are processed & shipped to customers in adherence to delivery schedules (SDD, NDD & STD)
- Stock accuracy to be maintained at 100% throughout the year [W2W yearly stock take]
- Hiring, training, talent pool creation of MP [BC]
- Inventory placement as per F-M-S analysis.
- 100% adherence to Inbound slot and receiving on the same day
- To meet warehouse operational standards by contributing warehouse information to strategic plans and reviews, implementing productivity, quality, and customer standards, resolving problems, identifying warehouse standard improvements
- Daily planning of resources as per the aligned capacity to get maximum output in every possible way from each department.
- Ideation and implementation of multiple Kaizen activities to improve productivity.

**ACHIEVEMENTS @ FLIPKART**

- Increase in pickers productivity by 10%, by creating drop zone within Inventory and reducing the travelling time by 5 mins per pallet
- Achieved Operational Excellence Award for “**Best Self-Managed DC**” for Patna during BBD '20 and Oct-Dec 2021, “**Best 3PL Managed DC**” for Patna 3PL in 2018 among 17 Pan India DC's.
- Certified **Lean Six Sigma Yellow Belt** - Optimisation of Ground Pallet Space (7.8 lac/annum), Increase in staging area by 25% with warehouse layout changes (210 Pallets)
- 7 warehouses set-up in Flipkart tenure (1 at Gurgaon, 4 at Patna & 2 at Kolkata) with total space of 6.10 lac sq.ft. from Nov'19 to Jul'22.
- Managing three 3rd Party Warehouse operations during the Big Billion Sale period (2 at Kolkata and 1 at Patna) during 2020 and 2021, from setup to closure of the sites within 6 months with ZERO variance.
- Scaled-up & managed 3PL sort centre of 2.6 lac sqft and RC withing 40 days during BBD'23 at Luhari (Gurgaon) to deliver TP from 10K to 1.04 Lac, which was never done by anyone in the organisation.
- Managed multiple projects & priorities in a fast-paced environment at one time. (YKBX1, LUHX1, JAIX1)
- Acquired experience of working in different geographical locations (Delhi, Patna, Kolkata, Hyderabad)
- No IR issue reported during the tenure at Patna & Delhi after regular hiring and de-hiring of MP
- Appraised with **3 Promotions** during a tenure at Flipkart
- **Certified Auditor/Lead Auditor Training Course** on Environmental, Health and Safety based on ISO 14001:2015 & ISO 45001:2018 from the Academy Division of TÜV SÜD South Asia Pvt. Ltd.

**Safexpress Pvt. Ltd., New Delhi, India**

**Jul'05-Nov'14**

**ROLE : NRM & Delivery Operation (B2C & B2B)**

**DESIGNATION : Assistant Manager (Corporate Office)**

**JOB RESPONSIBILITIES**

- Fleet management & service analysis of all vendors and routes
- Freight management & Vendor management
- Ensuring timely transit of vehicles in coordination with Network Associates
- Monthly Business Review Meetings with Network Associates on their performance and other aspects
- Ensuring timely procurement of new vehicles and Fabrication of its containers by the network associates
- Branding of Fleet management.
- Disaster Management (Accident / Breakdown / Detention) at all India level.
- Designing of new routes as per the load factor and requirement from Hub.
- Maintaining On Time Departure & On Time Arrival at our Hub in coordination with the Network Associate and the Hub Managers
- Single Window Solution for the Hub persons and Network Associates for all the operation activities related to Network routes in the North Zone.
- Survey of routes with the help of dedicated team members.
- Enrolment of New Business Partners.
- Monitor & control all costs of Services taken for running operations.
- People Management with ensuring training & development of the team members.

- Delivery management and Inventory control
- Deviation management as per consignor / consignee request
- Movement of unclaimed goods to UGD as per set process
- Monitoring Delivery Service level using FIFO and LIFO
- Ensure effective capacity utilization of vehicle.
- Project Delivery of ATM, Heavy odd shipment & special requirements (like question paper, books) delivery
- Responsible for MIS Reports and Manpower Planning & Training.
- Ensuring backend support to the sales teams PAN India
- Looking after shortages, damages, and confirmation to the Risk Management Department

#### ACHIEVEMENTS @ SAFEXPRESS:

- Part Delivery was reduced by 50%
- Handling vendors of largest fleet base (North & South)
- After successful tenure at Fleet, Commerce and NRM department, was given the responsibility to handle PAN India delivery operation

#### ACADEMIC DETAILS

Qualification	University/Board	School/College	Year
10th	Indian Certificate of Secondary Education Examination, New Delhi	De Nobili School	1993
12th	Indian School Certificate Examination, New Delhi	De Nobili School	1995
B.Sc.(Hons)	Vinoba Bhawe University, Hazaribagh	B. S. K. College	1999
MBA	University of Rajasthan	IILM Jaipur	2002-04

#### CERTIFICATIONS

- Best Kaizen Winner @ Flipkart [FIFO]
- Large coach certified trainer from Flipkart
- Appreciation certificate for Big Billion Days from Flipkart
- Lean Six sigma Yellow Belt
- Certified Lead Auditor on ISO 14001:2015 & ISO 45001:2018

#### TECHNICAL SKILLS

- ERP (Enterprise Resource Planning)
- WMS (Warehouse Management System)
- OMS (Order Management System)
- MS-Office (Word, Excel, Power Point)

#### PERSONAL DETAILS

Date of Birth:	5 <sup>th</sup> January 1978
Father's Name:	Shri Deoraj Singh
Permanent Address:	Plot No. 317, Adhideo Niwas, Behind Himgiri Apartment, Kusum Vihar, P.O.- BCCL Township, Dhanbad-826005
Present Address:	Flat – 304, 3 <sup>rd</sup> Floor, Tower D-2, Near Garhi Harshru, Sec-89A, Gurugram, Pin-122505
Linguistic Proficiency:	English, Hindi and Bengali
Marital Status:	Married
Native Place:	Dhanbad, Jharkhand

Place:

(Vinod Kumar Singh)

Date: