**ARUN**

[**ARUN.337842@2freemail.com**](mailto:ARUN.337842@2freemail.com)

### Return Centre – Assistant Manager

Overall 11 years and 7 months of experience with 9 years of core experience in ***Warehousing and Supply Chain*** for leading E-Commerce, Retail Giant, 3PL service provider in FTWZ internationally and Leading Service Provider in Media. Highly competitive, passionate, dedicated and focused, able to achieve results others believed to be impossible. ***Experienced in Warehousing, Inventory Management, WMS, Reverse Logistics and Distribution Management.***

Demonstrated success record in:

* **Planning, Coordinating and managing** daily Warehouse operation.
* **Experienced with Retail Warehousing and 3PL Warehousing**, serve the customer with optimal Customer Experience Contribute towards meeting agreed Service Level Agreement.
* **Improving Continues in Quality, Productivity** by recommending and/or implementing changes to existing plans, processes or procedures.
* **Motivating and Guiding staff** to peak performance levels.
* **Proven record of initiative and success in implementation and monitoring process**, Coordinating, Establishing communication, Planning, and Work optimization within environments.

### CORE COMPETENCIES

• Inbound & Outbound Logistics • ISO Implementation • Coordination & Planning

• Reverse Logistics • Service Level Excellence • LEAN & Kaizen

• Inventory Management & Control • WMS & ERP • Safety & Security

**PROFESSIONAL EXPERIENCE**

**Flipkart India Pvt. Ltd., Bhiwandi, Mumbai Sept 2014 – Current**

Quickly accelerated through the ranks based on proven Excellency in Operation, Work Commitment, Initiative taking, Team Player and focused towards continues improvement.

***Assistant Manager – Return Centre, Jan 2016 - Current***

* Ensuring smooth functioning of Return Centre.
* Monitor and analyse IPP and Productivity.
* Hiring manpower and managing training as per forecasting and planning.
* Ensure all daily MIS and Trackers, Bulks are getting updated and monitoring of variance is being done.
* Ensure 5S, Complete Process Adherence and upkeep floor for smooth operation and be auditee.
* Escalation of Ops, Admin, Housekeeping, IT and FLO related issues.
* Coordinating with Central Ops, S&OP Team and Design Team for Daily operation issues, Monthly Projection, and Process Developments.
* Monitor System or Manual Picking, Headcount, Packing, Dispatch of RFQ and Seller Recall, Disposal of Fraud and disposal.
* Monitoring Putting, Inventory Management and Stock Take (PST).
* Monitoring Implementation of LEAN, ISO, Kaizen, Process Improvements and Cost\Time Saving Projects.

***Team Lead – Return Centre, Sept 2014 – Dec 2015***

* Handling floor operation of Return Centre of Bhiwandi FC (Fulfilment Centre).
* Managing team of 31 employees and run the operation of Returns department.
* Responsible for verification of all returns shipments received by Bhiwandi FC and processing the shipments to good inventory or bad inventory as per norms defined by company.
* Planning the daily shipment verification count as per data shared by planning team, according to the projection shared by planning set the daily targets to achieve, and share with team during daily huddle. Arranging the resources as per goal set and ensure that we team is working for target set.
* Ensure that team is trained and motivated time to time, ensure that trainings are conducted for new teammates, and if some new process is introduced. Conduct the RNR (Rewards and Recognition) activity every month in coordination with HR.
* Responsible for increasing the re-iventorization of returns goods, and keep watch on issue faced by team affecting the re-iventorization.
* Coordinate with EKart (Logistics) for receiving shipments, Inventory team for handing over good inventory, Tech team for any tech related issues.
* Ensure that SOP, norms for product verification and process set by company administration are being followed by team members.

**UFO Moviez India Ltd., Rabale, Mumbai April 2013 – Sept 2014**

***Sr. Executive Logistics – Reverse Logistics***

* Handling the Reverse Logistics and faulty inventory movement of all Faulty Projectors for all theatre at Pan India Level
* Coordinating with PAN India RIC and make sure that any SMN should be served within 3 hours after SMN got raised and faulty projectors should get bring back to RO within two days of timeline.
* Maintain the MIS & Dumps for faulty projectors ageing, SMN Servicing, inventory updation, tracking the position of all faulty projectors at different levels and sharing with Management and logistic team.
* Coordinating with In-house Technical Team and Service Providers at different region for further repair of faulty Projectors and schedule, plan and coordinate the logistic movement of Pan India for Projectors.
* Schedule weekly repair of Faulty projectors under repairs and arrange to handover projectors to Service Provider for repairs, for all faulty projectors ot her than Under Warranty schedule weekly movement to Central Hub for In house repair by Technical team.
* Checking and Auditing inventory status of projectors weekly, find and understand the deviations if any and correct them, ensure that all process are correctly followed at all Regions
* Ensure that swift movement of Faulty Projectors takes place with all procedures followed timely, so that Projectors are repaired at earliest to keep optimal stock to serve new site Installation, Faulty replacement at theatres.

**Arshiya Supply Chain Management P Ltd., Panvel, Mumbai April 2011 – Jan 2013 *Executive Operation - Coordinator***

* Coordinate daily operations of warehouse, against SOPs and service levels agreed between Company and Customers.
* Maintaining Monthly, Fortnightly, Weekly and Daily Activity Reports, Flashing exception reports on day to day basis and analysing and evaluating on day to day basis and finding the way forwards for improvement.
* Monitoring the Team of DEOs (Data Entry Operator) throughout shifts for all system activities and data entry.
* Ensure that all necessary measure and guidelines are followed for warehousing material as communicated by client and guide and communicate the same to Floor Ops Team.
* Maintaining Coordination with all stake owners involved in day to day operation to ensure flawless movement, Transit-time monitoring to ensure on time deliveries, Ensuring availability of vehicles.
* Conducting period audits of stock levels at warehouses to ensure high level of stock accuracy
* Maintenance dispatch of stock in regular basis.
* Responsible for verifying Bill of entry, Invoice, packing list and prepare Good Receipt Note in the computer system
* Supports the Senior Managers in the achievement of ongoing operational excellence and the optimal Customer Experience.

**Future Value Retail Ltd, Vashi, Mumbai Oct 2005 – March 2011**

Quickly accelerated through the ranks based on proven Excellency in Operation, Work Commitment, Initiative taking, Team Player and focused towards continues improvement.

***Assistant Department Manager – Warehouse Ops, Dec 2009 to March 2011***

* Promoted to manage a Warehouse operation for Vashi Store of Yearly Sale of 60 Crore and on hand inventory of 6 Crore Average.
* Led a staff of 8, and supervising security and Loaders posted in Warehouse.
* Experienced in handling the inventory of Fashion, GM, Food, Furniture, Electronic, Mobiles
* Establishing communication with internal and external bodies and provides and takes necessary support to ensure flawless operation.
* To ensure SOP and SOP registers are being followed properly, also assigning and reassigning responsibility to Team members for timely completion of activities as per given situation.
* Assisted External Auditors came for audit the Warehouse process and Registers as per SOP designed, had been remained and scored highest Ranking in Audit ranking in West Zone.
* Responsible for punching of challan\Invoice in SAP Software on day to day basis with 100% accuracy & also to send it to finance dept. on time.
* Responsible for maximum control, safety, security and accuracy in daily routine activities.
* Responsible for storing, segregating and out warding, dumping and scrapping the stock as per SOP and duly approvals on periodic basis.
* Maintaining Weekly reports of Goods in Transit, Negative Inventory, MBQ (Minimum Base Qty.), evaluating and maintaining it at minimum level for flawless operation in store.
* Had been part of cycle count Activities & led teams to solve the errors and finding the root causes by reading and analyzing the shrinkage data along with sales data and stock report for shrinkage losses, providing suggestion for amendment or addition in process to reduce the shrinkage and errors.
* Providing due support in terms of smooth flow of stock to the operation team to achieve the sales targets of the organization.
* Ordering & maintaining inventory of Non-Saleable Merchandise and track and record weekly consumption record to compare and analyze the consumption cost of NSM merchandise as per Weekly Sales.
* Providing on duty training & guidance to all Team, Security & Housekeeping for smooth operation of Warehouse operations.

***Team Leader – Warehouse Ops, Oct 2007 to Dec 2009***

* Monitoring Warehouse activities and Assisting Warehouse In charge; Coordinating & Establishing Communication with other Warehouses and Head Office, Adhering to Warehouse SOP; Responsible for GRN Punching & Submission of Invoices to A\C Dept.; Training and guiding Subordinates; Identifying, Reducing Errors for maximum accuracy; Deal with and Assist External Auditors Periodically.

***Team Member – Warehouse Ops, Oct 2005 to Oct 2007***

* Receiving Stock as per PO, Invoice, Delivery Challan; Punching GRN and maintaining Daily Inbound\Outbound Register; Filing Invoices and sending it to A\C Dept. Weekly for timely Vendor Payment; Coordinating with Floor Team for Stock Replenishment.

# DNA – Diligent Media P Ltd. Chembur, Mumbai Feb 2005 – Oct 2005

***Market Research Executive***

* Scanning Areas; Collect & Prepare data such as No. of Buildings, Rating as per Living Standard & Locality; Prepared Map of Entire Area; Conducted Market Research as per data collected; Revisited to Household and Booked Orders as per prior response from Customer approached earlier.

# Dewanchand & Sons Transport, Reay Road, Mumbai Sep 2004 – Feb 2005

***Office Clerk***

* Filing & Reconciliation of Invoice against payment received, Keeping record of outstanding payments; Tracking Fuel consumption trip wise for each vehicle; Maintaining set of document of fleet and renew them periodically; Collection of Checks and submitting to bank for realization of payment.

**EDUCATION**

First Class in **Post-Graduation in Supply Chain Mgmt** from CII Institute of Logistics, 2015

First Class in **Bachelor of Commerce,** Mumbai University, 2010

Second Class in **Higher Secondary Certificate**, Mumbai Education Board, 2002

First Class in **Secondary School Certificate**, Mumbai Education Board, 2000

**PERSONAL DETAIL**

* Age: - 31.
* Sex: - Male.
* Languages: - English, Hindi, Marathi & Pahari.
* Marital Status: - Married.

I hereby declare the above mention detail is true and to the best of the knowledge.

**Date: -**  \_\_\_\_\_\_\_\_\_\_\_\_\_

Place: - Mumbai.