**Amit gupta**

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**Career Objective:**

To continuously remain relevant and result oriented for the organization, I associated with and align my personal growth to that of the organization.

**Professional Synopsis**

* A thorough professional with 8 years+ of experience in the field of **luxury retail**, H**ospitality** and **Ecommerce, logistics, supply chain.**
* Successful Implementation of new ideas within the company policies and standards.
* Hands on experiences in Stock maintenance, Sales, Merchandising and Cash.
* Competent in implementing effective solution to the customer needs, with an aim to improve customer contemned and consequently customer loyalty, repeat and referral business.
* An Effective Communicator with Good Presentation, Relationship Management & Leadership Skills

**Career Highlights**

**Since July 2018 to June 2019 FLIPKART (Ekart logistics & supply chain)**

**As a Area operations manager.**

**Roles** **and** **Responsibilities**

**Data Analysis**

* Analyze and interpret data of various reports such as pendency, Breaches, Outbound, Connection, BRSNR and processing report
* Prepare report and provide RCA on daily basis to central team
* Provide data dashboard and graphical representation against different pendency and connection reports
* Monitoring and controlling any shipment level pendency using live central dashboard during the operations
* Identify, evaluate and implement small process changes at operation level
* Maintaining data of orphan, double id and lost shipments and work towards resolving them
* Providing refined data to central team and coordinating with them towards locating lost, stolen,shrinkage and BRSNR

**Processing Center Management**

* Handling 70000 sqft hub with daily processing of Resort & Marketplace load upto 1 lakh 50 thousand average shipments daily (On normal Days) and it gets 1.5 times at the time of sale (Mini BBDs & BBDs).
* Handling staff of 250 which includes 125 assistants, 100 DEOs, 10 Sr. executives and 15 hub Incharge.
* Managing returns/RVP upto 20k average shipments on daily basis, that we receive from other DHs & 3PLvendor as well by following their quality SOPs, these further connect to First Mile hubs (who in further connect them to the seller)
* Managing Four external 3PL vendor (Bluedart, Delivery, Ecom & DotZot) for an average 40K shpts on daily basis.
* To keep all ops related quality measures (eg: Daily pendency, Breach 60, Breach 120, CPD Breach, NON FBF SLA Improvement Breach) under strict control and surveillance.
* Since site is equipped with Automated Liner Sorter hence been managing its happy/unhappy flow.
* Maintaining BREACH 60 for Marketplace (Non-Flipkart\_Advantage) shipments & BREACH 120 for Resort Shipments (FC or Flipkart\_Advantage).
* Extracting pendency report of shipments & clearing them within 24 hrs, no such shipment lies at MH for more than 24 hours.
* Represent hub on Central & PH-MH Con-call for issues facing from First mile, Mother hubs & Last Mile.
* Route optimization and vehicle capacity utilization has been targeted at 90% while month over month the achievement was 98% for the regular fleet.
* Ad-hoc vehicle management and utilization is also under strict supervision.
* Responsible for processing of shipments from inward till handover to 3PL partners such as Bluedart, delhivery, Ecom and DotZot

**Since January 2013 to March 2018 – Delhi Duty Free Services Pvt ltd as a Brand Ambassador of LVMH Brand Louis Vuitton-Moet Hennessy.**

The company Delhi Duty Free Services Pvt Ltd- India’s largest duty free retail space at

T3, IGI Airport, the 6th largest single terminal building in terms of floor area in the

world.

**Role and Responsibilities:**

* Handling a team of 26 employees, responsible for their sales and product training, assigning their job responsibilities. Motivating the team to achieve the sales target, make them know about the job responsibilities, giving training to new employees, and explaining about the operation of the Brand staff.
* Promoting full product range and close the sale effectively by giving the customer

accurate and relevant product information.

* Responsible for Sales Inventory Management like Analyzing Sales Figure & ensure Forecasting, Maximize Sales to achieve target, to ensure that store fill rate is 100%, analyses stock & sales report.
* Regular coordination with warehouse & buying team for stock availability at floor.
* Reports on fast moving and slow-moving products, maintaining minimum stock balance on shop floor.
* Regular indent of products & completing stock receiving process on shop floor.
* Regular check of the product pricing and offers. Maintaining floor standards.
  + Shrinkage: - daily auditing of high value sku, documentation of TO, checking stock receiving no difference as per system and physical.
  + Ensuring detailed counts by Scanning and Barcoding.
  + Rotated merchandise and displays to features new products and promotions.

**Since June ’2011- March 2012 Amalgamated Bean Coffee Trading Company Limited (café coffee day) team member.**

* Cafe coffee day – Cafe Coffee Day is India's favorite coffee shop for the young and the young at heart. We're part of India's largest coffee conglomerate, Amalgamated Bean Coffee Trading Company Limited (ABCTCL). In Asia

**Role:**

* Greeting to customers.
* Providing best customer services with wow experience.
* Order making
* F&b safety.
* Billing and cash handling
* Inventory management & controlling shrinkage.

**Since May 2010 to Jan 2011 KFC Restaurant ( Kentucky Fried Chicken) cash team leader.**

* KFC the world most popular chicken restaurants chain there are over 20,500 KFC outlets in the more than 125 countries and territories around the world. 350 KFC outlets in India.

**Role:**

* Customer service
* Taking care of all cash points and cashiers
* Inventory management & controlling shrinkage.

**Since June 2009 to January 2010 McDonald's crew member**

* McDonalds- McDonald's is the world's leading food service retailer with more than 33,000 restaurants in 118 countries serving more than 67 million customers each day.

**Role:**

* Customer service
* Food preparation
* Billing and cash handling
* Inventory management & controlling shrinkage.

**Education**

* Have successfully completed retail marketing course from” BHARTI WAL MART” training center.

* Completed MBA in MARKETING MANAGEMENT from symbiosis Pune.
* Completed graduation in 2012 from ARSD College Delhi university.
* Completed 10th and 12th from CBSE board Delhi.

**IT Credentials**

* Knowledge of: Microsoft Office (Word, Excel & Power Point) and Internet.

**Extra Circular Activities:**

* Captain of College Cricket Team for the matches played between 2010-2012
* Won gold medal in wrestling in senior level.
* Medals in Shot Put Zonal level.
* Member of College Volleyball Team.
* Participated in Cultural Activities in College.
* Organized various polio camp.

**Strengths:**

* Creative and Optimistic in nature.
* Highly motivated and eager to learn new things
* Strong motivational and leadership skills.
* Flexibility and Adaptability to work in any environment.
* Willingness to accept any challenge irrespective of its complexity.
* High Manpower Handling

**Personal Dossier**

* Date of Birth : 15 January 1991
* Languages Known : English & Hindi
* Father’s Name : Sh. S.N. Gupta
* Marital status : Single

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| **DECLERATION:** |

I hereby declare that all the details given above are true to the best of my knowledge and belief.

Yours Sincerely

AMIT GUPTA