

# FULL NAME

Contact Information  
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## OPERATIONS MANAGER

*Strategy • Forecasting • Planning • Logistics • Fulfillment • Employee Development • Global Customer Experiences  
Best Practices • Supply Chain • Vendor Management*

### PROFESSIONAL PROFILE:

- Strategic operational leader; responsible, flexible, and dynamic individual with 15+ years in supply chain and logistics, as well as 10+ years in international assignments; experience in setting up businesses in new markets from the ground up.
- Innovative and creative operations professional with a solid understanding of inbound operations, outbound operations, end-to-end logistics, and fulfillment; well versed in multiple industries including: automobile, chemicals, pharmaceuticals, garments/textiles, and food.
- Expert in reducing costs, saving time, increasing revenue, and managing shipments for customers across diverse supply chains as well as cross border regulations.
- Key player who has been an integral part of leadership teams; strong people manager who can mentor, train, coach, and develop teams for career progression and learning.
- Global traveler; have worked with companies in India, UK, US, China, Middle East, Europe, and Africa.

### PROFESSIONAL WORK EXPERIENCE:

#### Company Name, Location

*Country Head and Deputy General Manager*

**October 2009 – Present**

- Asked by the Board of Directors to move to the US to set up an office in the US West Coast and also develop North American operations; developed trade lanes, business plan for the office (as well as for the entire North America), identified and cultivated new streams of revenue, and maintained relationships with customers and key decision makers to achieve repeat and referral business; promoted as Country Head for US operations in 2011.
- Day-to-day responsibilities include monitoring of overall functioning of processes, identifying improvement areas to increase efficiency, reducing duplicate workflow, and implementing measures to maximize customer satisfaction.
- Lead inbound and outbound operations; negotiate successfully with shipping lines, transporters, and other vendors to run non-asset based logistics successfully and increase profitability by virtue of annual contracts.
- Increased annual revenue from \$500K to \$7M, expanded company's recognition as an industry leader, and grew customer base by 50%.
- Established new process for service level agreements from initial order to final dispatch; 90% of orders met fulfillment time.
- Recruited, selected, and monitored a team of associates; 7 on-site and 21 people off-site; motivated team members in achieving organizational goals and individual career aspirations.
- Trained team to set up a back office operation overseas reducing operational expenses by 40%.
- Optimized team size by promoting dual role performance resulting in an estimated \$100K annual savings.

#### Company Name, Location

*Country Head and Assistant General Manager*

**April 2005 – September 2009**

- Selected by the top management to set up operations in United Kingdom; set up the Subsidiary office in the UK, and wrote the business plan for the branch, as well as for the entire United Kingdom & Europe.
- Was responsible for day-to day operations, setting business targets, Standard Operating Procedures, credit monitoring, cash flow planning, as well as preparing and executing strategy and trade analysis.
- Grew customer base by 70% and customer retention by 100%.
- Achieved an annual turnover of £6 M (Approx. \$9M US) in the 4th year of Operations.
- Successfully developed a solid network of overseas agents in all major ports in Middle East, China, India, and US.
- Secured nominations and routing orders from major buying houses in United Kingdom and developed cross trade business.
- Negotiated rates for key accounts with shipping lines; negotiated contract COC rates and developed rapport with MLO's.
- Grew from a SOHO to a team of 5 people in UK within a span of 2 years, and a team of 9 people in 3 years; developed and motivated team to succeed in a competitive environment and to achieve set targets.

**Company Name, Location**

**April 2002 – March 2005**

*Branch Manager and Head of Western Region*

- Headed Mumbai Branch; was responsible for the development of western region as well as sales to UK, Europe, and US.
- Ran operations; led the handling of containers, project shipments, and overseeing port/customs operations.
- Closed several key multinational accounts and developed the western region into one of the most profit making business units of the company; grew the container business volume by 300%.
- Managed a team of 30+ people in both sea freight and airfreight divisions.
- Set up KRA'S/KPI'S for sales and customer service teams.

**Company Name, Location**

**September 1999 – March 2002**

*Deputy Manager and Head of Eastern Region*

- Led a team of 14 within Calcutta and Haldia Branches in the East Coast of India.
- Was responsible for closing key accounts and handling project moves from Far East and Europe into Calcutta/Haldia ports.
- Met and closely coordinated with customs and port officials.
- Monitored operations and sent detailed sales reports to Head Office.
- Achieved growth for Calcutta/Haldia branches in terms of volume and revenue.

**Company Name, Location**

**October 1997 – July 1999**

*Managing Partner*

- Co-founded an International Trade Firm company that supplied vegetables and food items to major food chains.
- Identified buyers and closed deals for the supply of fresh vegetables and food exports items; monitored collections and payments to vendors and airfreight agents.

**Company Name, Location**

**August 1995 – September 1997**

*Managing Partner*

- Family owned business; was responsible for identifying strategic locations and purchase of farmland, locating buyers for farm products, and supplying high quality products to exporters.

**EDUCATION:**

- Bachelors of Technology, Mechanical Engineering.

**COMPUTER SKILLS:**

- Word, Excel, PowerPoint, Internet, and Email.

**LANGUAGES:**

- Fluent English, Hindi, Tamil, Malayalam, and Basic Bengali.