**GANESH C. KONDVILKAR.**

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**OBJECTIVE “**Innovative, strategic, goal-driven professional seeking career enriching assignments to leverage 16 years of commendable success and domain expertise in driving Organizational Profitability and crafting of best practice for Supply Chain.”

**TOTAL EXPERIENCE: (Over All Exp: 16 Years, 01 months)**

1. **Mahindra Group, Mahindra Logistics Limited, MUMBAI (Kandivali)**

**Designation:** Deputy Manager, City Head of Operations with Auto & Farm Division Business.

**Duration:** August 2021 till Date. (First / Middle & Last mile operations, warehouse operations)  
**Roles and responsibilities:**

* Managing a team of 04 Assistant Managers 05 Senior Executives & 08 Executives Managers 10 Shift In-Charge 09 Team Lead 12 Dock Supervisors, 20+ support associates, and 120+ off role associates partners, preparing roster, scheduling, planning, executing and Payroll Management with S4 Hana SAP V4, ERP Modules.
* Responsible for Inbound and IUTN operations, Handling & Implemented Bhiwandi warehouse operations of 70,000SQFT, Setup Final Layout with 5S 4M Marking as per safety standards of All Stations with SD Norms.
* Allocating All stations Major Required Assets for Daily Operations and maintaining optimal Asset Management standards & Audits, Performing Inventory Weekly & Monthly with 3rd Party External Audits.
* Continuously improving the delivery process and team performance and attaining a sustained level of delivery performance improvement at West Zone,
* Analysis of the data reports to identify performance bottlenecks and improve the performance of Multiple Stations.
* Monitoring KPI- PARAMETERS CSO/DEA/FDDS/DOT/NPS/CSAT and achieving the same at EOD.
* Monitoring & Executing Complex on Daily Operations to ensure customer promise for the ultrafast operations.
* Leading process improvements, Optimizing performance of the network (Performance Metrics Ownership and Cost Ownership)
* Plan delivery vehicles in advance for the next 7 days, keeping and maintaining accurate detail records and documentation of vendor service, and connect all concerned teams and achieve the goal within the set ETA. Manages the Logistics of shipping goods, including planning routes, tracking shipments,
* Understand the Operational needs quickly to innovate and simplify the distribution chain so as to have better Customer Experience at agreed SLA and Cost, develop distribution, and generate leads,
* Map business requirements, understand business processes, study and analyze workflows, design solutions and prepare functional specifications. Helps shipper & ensure shipment on time delivery,
* Achieve a highly benchmarked Weekly Score Card and lead the organization at its highest level of customer experience with Own the performance metrics for the State Operation Level
* Assessing the performance of the Core Team, providing training, updating with new changes in the process of the organization. & Training to Team with new processes, defensive driving, new updates with market and customer behavior & Vehicle audits as per compliance operations.
* Deep dive and acquire an extensive knowledge of emerging industry practices and apply when solving business problems with Planning People engagement by activities, entertainments, and celebrations
* Investigating losses and grievances of customers, providing findings to Safety team conducting Audits – Safe Measures also handles paper documents for shipping, goods and correct declarations,
* Accountability for setting with Vendor Management and meeting operational goals, strategic planning, and forecasting, Identifies and generate leads for freight forwarding services.
* Achieved a delivery success rate up to 95% by following various strategies like DEA/PDD/FDDS/RTO-PRTO/RA/Post-per Breach.

1. **HICARE SERVICES PVT LTD, (HiCare)**

HICARE OPERATIONS, ANDHERI, MUMBAI  
**Designation:** Operation Manager. **(Operations) Duration:** December 2020 to August 2021  
**Roles and responsibilities:**

* Managing a Team and Preparing Roster, Scheduling, Planning, Executing and Payroll Management.
* Monitoring KPI- PARAMETERS OTIF/NPS/SV-GAP and achieving the same at EOD
* Technician Trainer member of Training Team in PAN – Mumbai, & ROM,
* Analysis of the data reports to identify performance bottlenecks and improve the performance of Service Center.
* Monitoring & Executing Complex on Daily Operations to ensure customer promise and delivering Results for the ultrafast operations with Regular maintenance of all the SC Equipment’s and the other safety equipment’s
* Leading process improvements, optimizing performance of the network (Performance Metrics Ownership and Cost Ownership) Own the performance metrics for the Area Operation Level.
* Accountability for setting with SC Management and meeting operational goals, strategic planning, and forecasting,
* Managing Daily chemical opening and closing inventory to avoid misuse.
* Conducting weekly and Monthly Audit for Safe Measures and to avoid misuse and focus FIFO & LIFO.
* Controlling chemical cost and pilferage with Planning People engagement by activities, entertainments R & R.
* Motivating & grooming Hygiene Experts SC Executives/A & AO, to ensure meaningful contribution continuously, work with the teams to enhance their skills and establish successful career path.
* Working within IT and CC teams for Customer Escalations and Resolving customer complaints with the help of Trouble Tickets and setting a benchmark within region.

1. **AMAZON TRANSPORTATION SERVICES PVT LTD, Amazon India.**

**AMZN LOGISTICS-DELIVERY STATION, KURLA BOMC, MUMBAI**  
**Designation:** Team Lead. **(Last mile operations, FC & Middle mile / Warehouse operations)**  
**Duration:** May 2015 to September 2020.  
**Roles and responsibilities:**

* Continuously improving the delivery process and team performance and attaining a sustained level of delivery performance improvement at West Zone, also played a key role in managing 76000+ package deliveries/pickup in Diwali PEAK-ART; within & on-time delivery/ Customer Easy Return Pickup
* Analysis of the data reports to identify performance bottlenecks and improve the performance of Multiple Stations and Sort Center Point.
* Monitoring & Executing Complex on Daily Operations to ensure customer promise for the ultrafast operations.
* Leading process improvements, Optimizing performance of the network (Performance Metrics Ownership and Cost Ownership) Planning People engagement by activities, entertainments, and celebrations.
* Plan delivery vehicles in advance for the next 7 days, keeping and maintaining accurate detail records and documentation of vendor service, and connect all concerned teams and achieve the goal within the set ETA.
* Managing last mile and Middle mile operations & completing the Customers experience cycle by giving prompt service to the Customer’s doorstep. As the last mile is the face of Amazon for the Customers, I make sure that all the required training & learnings are provided to the team.
* Working within SLAs-SP for Customer escalations & resolving customer complaints with the help of trouble tickets.
* Planning of routes to optimize the delivery time & also to make sure that all the premium & scheduled deliveries are made within the time slots provided.
* Regular one on one with Supervisors, process Associates & delivery Associates to understand their challenges & provide them with their areas of improvement.
* Ensuring each and every Customer package is delivered before the estimated promised delivery date.
* Start with the customer and work backwards. Work vigorously to earn and keep customer trust. Pay attention to competitors but obsess over customers. Seek customer feedback and use it to make improvements.
* Act on behalf of the entire company, beyond just your own team. Never say “that’s not my job.”
* Find ways to simplify processes & get innovative ideas from team productivity and to make work easier.
* Exercise strong business judgment and good instincts that help to make a quick resolution to a problem, speed matters in business hence take calculative risk to make every minute count.
* Delivery results by consistently exceeding goals by keeping team focused & motivated enabling people to achieve more than they thought possible.
* Continually raising the bar and drive the teams to deliver high quality products, services, and processes
* Develop leaders & coach them. Recognize exceptional talent & willingly move them throughout the organization.
* Conduct weekly meetings with teams to share last week’s achievements & share improvement areas to work on,
* Maintaining Delivery center’s performance score card daily and week over week
* Prepare the roster for 300 resources which include Supervisors, Process Associates, Support Associates & Delivery Associates considering 5 days working & 24/7 operations.
* Train the trainer of Amazon learning and development Team coach for the system.
* Certified Amazon trainer for onboarding & training of last mile delivery Associates. I have completed Onboarding of 1400+ Associates.
* Received “The last mile League award – Amazon.in for West region” for exceptional performance for last 4 Quarters consecutively.
* Worked as Warehouse Lead in 60,000 Sq Ft BOM3-9 Facility, handled scheduling and Work instruction for a team of 3 Materials handlers Oversaw and coached 24 warehouse staff, improved efficiency by 45% through improvements.
* Lead 5S and 4M projects that Reduced Waste and searching time by 15%.
* Accountability for setting Vendor Management and meeting operational goals, strategic planning, and forecasting, Map business requirements, understand business processes, study and analyze workflows, design solutions and prepare functional specifications.
* Investigating losses and grievances of customers, providing findings to SLP team conducting Audits – Safe Measures, Deep dive and acquire an extensive knowledge of emerging industry practices and apply them when solving business problems.
* Achieve a highly benchmarked Weekly Score Card and lead the organization to its highest level of customer experience. Achieved a delivery success rate up to 95% by following various strategies like DEA/PDD/FDDS.
* Assessing the performance of the Core Team, providing training, updating with new changes in the process of the organization. Understand the Operational needs quickly to innovate and simplify the distribution chain so as to have better Customer Experience at agreed SLA and Cost

1. **TATA STARBUCKS INDIA, INDIABULLS HEAD OFFICE, ELPHINSTONE, MUMBAI**  
   **Designation:** Shift Operation supervisor. **Duration:** December 2012 to May 2015.  
   **Roles and responsibilities:**

* In charge of Tata Starbucks coffee multiple store operations, Handling a team of more than 44 partners
* Involved in Training & development of staff. Developing customer relations and getting feedback about outlets
* Daily opening and closing inventory. Monthly Store inventory FIFO (first in first out) with Team Duty roasters
* Cash transactions & Quality control Maintaining Q A S A (Quality Assurance Standards Audit)
* Co-coordinating with Store manager for day-to-day operations along with Control on food cost and pilferage.
* Regular maintenance of all the store FOH and BOH and the safety equipment’s
* Maintaining a very healthy environment by being friendly to the staff and at the same time making the most out of them. Staff promotions, rewards, and performance appraisals. Handling guest complaints and escalations
* Delegating work and getting it done successfully also Conducting cross-functional meetings
* I underwent 3 months intensive training as a trainer and was promoted to a Barista trainer.
* Was responsible for the smooth operations of the entire department and day-to-day operations.
* Maintaining duty rosters / charts weekly and Monthly & Resource Management & Resource Utilization
* Responsible for enabling the team leaders to enhance their performance, meeting up with the sales targets.
* Motivating & grooming Executives/Team Leaders to ensure meaningful contribution continuously, working with the teams to enhance their skills and establish a successful career path.
* To impart knowledge & learning through coaching & training to Partners so that they grow as competitive professionals. Conducting interviews to select new executives for the same or different Outlets.

**5. MCDONALDS, Hardcastle Restaurants Pvt. Ltd. NEW EMPIRE FORT, MUMBAI**   
 **Designation:** Assistant Manager. Operations **Duration:** June 2010 to October 2012.  
 **Roles and responsibilities:**

* In charge of McDonalds restaurant & McDonalds delivery system of the restaurant & held responsible for handling the Q.S.C & V. with Regular maintenance of all the kitchen and the safety equipment’s
* Handling a team of 110 people and Involved in Training & development of junior staff.
* Developing customer relations and getting feedback about outlets
* Daily opening and closing inventory Recorded, reviewed, and managed the opening & closing stock.
* Duty roasters & fulfilled the crew requirements through hiring. Scheduled and conducted the interviews. Innovated the human capital by hiring quality people (people practice system).
* Cash transactions & Quality control, Control on food cost and pilferage.
* Maintaining Q S C (quality, service, cleanliness) & Store inventory FIFO (first in first out)
* Co-coordinating with the shift, managers and first Asst manager and the restaurant manager for day-to-day operations also Underwent 3 months training and then was promoted to 2 Asst Manager
* Staff motivation and solving their day-to-day work and personal problems, Staff promotions, rewards, and performance appraisals, delegating work and getting it done successfully.
* Maintaining a very healthy environment by being friendly to the staff and at the same time making the most out of them. Handling guest complaints. Was responsible for the smooth operations of the entire department and day-to-day operations. Conducting cross-functional meetings & Maintaining duty rosters / charts
* Responsible for enabling the team leaders to enhance their performance, thereby meeting up with the sales targets with Resource Management & Resource Utilization
* Motivating & grooming Executives/Team Leaders to ensure meaningful contribution continuously, working with the teams to enhance their skills and establish a successful career path.
* To impart knowledge & learning through coaching & training to Asst Mgr.’s/Team Leaders so that they grow as competitive professionals also Conducting interviews to select new executives for the same or different Outlets.

**6. SPANCO BPO Ventures Limited, Vashi NAVI - MUMBAI**  
 **Designation**: Customer Service Associate (HNI Desk) **Duration:** July 2009 to June 2010.  
 **Roles and Responsibilities:**  
**a.** Inbound Customer Care for Reliance CDMA Mobile Service’ VIP-HNI DESK, Premium and Platinum Customers. **b.** Provide information regarding the product Reliance CDMA Mobile and related services. **c.** Resolve queries of the customer related to Account **d.** Create Service requests for any complaints regarding the Product andService, requests for the same.

**INDUSTRIAL INTERNSHIP: -**

1. HOTEL RAMEE GUESTLINE, 5Star Juhu Front Office Executive Duration: MAY ’06 to NOV ‘06  
2. HOTEL FOOD CRAFT, Marine Lines Designation: Front Office Executive Duration: JAN ’05 to FEB ‘06  
3. HOTEL TAJ PRECIDENCY, Bandra, Bandstand: Front Office Executive Duration: OCT ’05 to DEC’05

**QUALIFICATION:**  
  
**1) BACHELOR OF SCIENCE** – CHEMISTRY (BSC) from Arunodaya University, Arunachal Pradesh, India.

**2) Twin Dual 3 Yrs. Diploma** in INTERNATIONAL HOSPITALITY MANAGEMENT AND CATERING OPERATIONS (IHMCO) from AMERICAN HOTEL AND LODGING ASSOCIATION (AHLA) from Atharva College, Malad, Mumbai

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| --- | --- | --- | --- | --- |
| Sr. No | Educational Qualification | University/Board | Year of Passing | Class |
| 1 | BACHELOR OF SCIENCE – CHEMISTRY(BSC) | ARUNODAYA UNIVERSITY | 2022 | FIRST |
| 2 | DIPLOMA IN INTERNATIONAL MANAGEMENT AND CATERING OPERATIONS(IHMCO) | AMERICAN HOTEL AND LODGING ASSOCIATION, ATHARVA COLLEGE | 2008 | FIRST |
| 3 | DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY(HMCT) | ATHARVA COLLEGE | 2008 | FIRST |
| 4 | H.S.C (Science) - 12th | PUNE BOARD | 2005 | SECOND |
| 5 | S.S.C - 10th | PUNE BOARD | 2003 | SECOND |

**CORE AREAS OF EXPERTISE:**

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| --- | --- | --- | --- |
| **Strategic Planning** | **Team Management** | **Package Management** | **Transportation** |
| **Setting up the Process & System** | **Project Launching** | **Inventory and Audit** | **Special Delivery Handling** |
| **Movement of High-Volume Load** | **Action Oriented** | **Route Planning** | **Negotiation** |
| **Operating System** | **Pest Control Management** | **SOPs Preparation** | **Goods Handling** |
| **Operational Management** | **Stock Management** | **Safety & Security** | **Costing** |
| **Leadership Analytical Skills** | **Lead Inventory Management** | **Drivers Management** | **Process Improvement** |
| **Retail Operations Management** | **Barcode scanners** | **Rosters Handling** | **Quality Management** |
| **Last Mile Delivery** | **Supply Chain** | **Station Operations** | **Operational Excellence** |
| **Logistics & Documentation** | **Supply Chain Solutions** | **Returns Handling** | **Team Leadership** |

**COMPUTER SKILLS:**

1. Basic Knowledge of Computers Hardware skills and all Operating Systems Windows, macOS, Linux SAP HANA V4 & ERP  
2. Help Desk, Customer Care, and CRM Management, Organizing, managing, and backing up files, Thunderbird,  
3. Google Drive & Spreadsheets. Databases Management, File management, Excel, Google Sheets, Gmail,  
4. Google Workspace - Docs, Sheets, Slides, Gmail, OpenOffice, Email Management, Typing & Collaboration tools Outlook,   
5. Software proficiency MS office (Advance Excel, Word, PowerPoint) Dashboard.  
6. Social media & SEO Knowledge of search engine optimization. Internet Navigation Browsing, searching, online research  
  
**PERSONALITY TRAITS:**   
• Service-oriented • Relationship Builder • Conflict Resolution Expert • Courteous Demeanor • Energetic Work Attitude • Decision-Making • Self-Motivation • Time management • Courage • Respect and courtesy • Emotional intelligence• Adaptability and flexibility, teamwork and problem-solving skills • Prioritization • Leadership.

●**Languages Known**: English, Hindi, Marathi, Gujrati ●**Other Interests**: Listening to Music, Reading, Excursion,

●**Date of Birth:** 4th Nov 1986. ●**Nationality**: Indian **●Marital Status**: Married

**Date: For Company: Place:**

**Ganesh C. Kondvilkar**