



## **A.DEVARAJAN**

**Mobile :**  
+91 9952946092

**E-mail :**  
devayuvi1992@gmail.com

### **Contact Address:**

No:3 W block,  
Visalakshi garden  
Mylapore  
Chennai-600 004

### **Permanent Address:**

No:3 W block,  
Visalakshi garden  
Mylapore  
Chennai-600 004

## **Curriculum Vitae**

### **Objective:**

To serve as a hardworking dedicated professional in a reputed company looking forward to challenging route to work as team partner with a desire in whatever work I do and to improve the methodologies for better performance and effectiveness.

### **Professional Profile:**

- A professional with over 5 years of rich experience in managing Fleets and operations.
- Customer Experience & Delight Delivery
- Partner Welfare & Support
- Capable of gathering / updating data to maintain department records and databases.
- Operation Planning & Tactical Execution.

### **Educational Details:**

Course	Name of the Institution	Year of Passing	Percentage
B.E Mechanical	Vels University	2014	66%
H.S.C.	P S Matriculation Higher Sec School,	2010	57.08 %
S.S.L.C.	Sai Vidyalaya Matriculation School	2008	62.00 %

### **Professional Experience:**

#### **1). Swiggy (Bundl Technology Pvt Ltd)**

**Title:** Fleet Manager

**Location:** Chennai

**Time Period:** Jan 2019 – May 2020

#### **Responsibilities:**

- Managing a team of 350-440 Pickup & Delivery Partners directly on a daily basis.
- Managed 3 Business zones & Hiring in coalition with Sourcing based on growth and demand forecast.

## **Personal Details**

Date of Birth:  
**13<sup>th</sup> June 1992**

Gender: **Male**

Marital Status: **Single**

Languages Known:  
**English, Tamil**

Nationality:  
**Indian**

Passport no:  
**L9972994**

- Drive Pickup & Delivery Partners efficiencies assigned at an individual level Pickup & Delivery Partner attendance to be maintained basis demand on a daily basis
- Improve and maintain promised delivery times for better customer experience
- Conduct classroom/ field training at individual level for better customer experience
- Conduct regular field audits for better compliance among Pickup & Delivery Partners
- Provide feedback at individual level and conduct weekly one-on- ones to understand problem areas Ensure excellent customer experience by solving order level escalations Support Pickup & Delivery Partners during emergencies and exigencies.
- Worked with Area Mapping team to merge low order zones with other MM zones.
- Ensure excellent customer experience by solving order level escalations.
- Follow-up with rider as well restaurant for keep tracking of order during en-route till delivery and update any such mis-happening information (rider accident/ break-down /strike on road/ any such information with customer immediately.)
- Check with the rider payment as per their work and also put debit if any mis-complaints done during delivery.
- Collect data from Senior MIS for Walk-in reference Ensure payout was calculated based on communication given to riders.
- Explain scheme and payout structure to riders to motivate and reward the desire behaviors and performance of delivery executives.

## **2). Chennai Port Trust**

**Title:** Fleet and Purchase

**Location:** Chennai

**Time Period:** November 2015 – Dec 2018

### **Responsibilities:**

- Purchasing and maintaining vehicles for deliveries.
- Deciding whether to lease or buy vehicles.
- Provide on-time vehicles as per Business needs with a profit margin for the company.
- Create vendor database and add more vendors to the list for getting low rate market vehicles.
- Meeting with existing and newly added customers on regular basis for getting regular business.
- Keeping sharp eyes over competitor's activities in market and Vendors (Transporter/Agent) strategy, share market information with Reporting-manager., sharing new leads with Field sales executive and Sales Manager.
- Managing day-to-day Operation activities (vehicle Inspection, checking documentation part before loading - vehicle documents as well customer invoice).

- Coordinate with consignor as well consignee for smooth unloading and collection of Org POD copy immediately after delivery.
- Managing day-to-day reports and sending them to customers and stakeholders for facilitating decision-making processes.
- Utilizing GPS systems to monitor drivers and track vehicles in case of theft.

### **3). Bharat Electronics Ltd**

**Title:** Apprentice Trainee (Production Planning & Operations)

**Location:** Chennai

**Time Period:** Oct 2014 – Oct 2015

#### **Responsibilities:**

- Routing Scheduling Dispatching and follow-ups
- Setting up the weekly, monthly, quarterly procurement plan.
- Procurement of raw material from national and international market.
- The men, machines, materials, etc. to be used.
- Arrange the different manufacturing operations in order of priority
- Issue of materials, tools, fixtures, etc. from stores
- Maintaining proper record of the starting and completing each job on time
- ABC classification of vendors on the basis of criteria like cost, quality, timely delivery etc.
- Evaluating vendors & negotiating the price, delivery schedule and terms and conditions with them.
- Timely clearance of payments & handling vendor inquiries.

#### **Computer skills**

- SAP Dashboard
- Able to work with MS-Office packages such as MS-Word, MS-Excel, MS-PowerPoint.

#### **Summary of Qualities**

- An efficient hard worker
- Capable of cultivating a good relationship with management
- Ability to remain calm when in stress
- Willingness and ability to shoulder any relevant job responsibility.

**Place : Chennai**

**Date :**

**[A.DEVARAJAN]**