**RESUME**

**Nilapadma Mishra**

**Mob: 7381111088, 9438800094**

**E-Mail:** **nilapadmamishra86@gmail.com**



**CAREER OBJECTIVE**

* Looking for an opportunity to be in a suitable position in your organization. I will apply all my skill and experience for your organization your support will enhance my continual learning of new strategies and growth in the organization.

**WORK EXPERIENCE**

**Operations Management**

* Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines; spearheading process transition initiatives.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

**Team Management**

* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of targets.
* Responsible for the operations metrics of the Hub & DCs (Delivery Centre).
* Responsible for Inbound, Outbound & Reverse Logistics process.
* Handling First mile, mid mile & Last Mile.
* Roster management according to the changing demand
* Keen observation on CPS (Cost per Shipment).
* Responsible for all file& Hub with Delivery centre related issue & Complaints.
* Implementation of new ideas for KAIZEN.
* Responsible for achieving the Operational Target (Delivery%, Pickup %)
* Handling the team member and motivate them to increase the qualitative performance.
* Responsible for all over work of Field &Hub & Delivery centre Management.
* Managing Cash Books & manage the production of the Monthly budget and forecasts.
* All pickup to planning and execution to achieve the day Target.
* Generating new customer for business development & follow up with existing customer for business increasing.
* Responsible for fulfill the sales target as per given by management.
* Customer issue resolution RCA for metrics breach
* Responsible of all DC related escalations which is validated & closed with RCA’s (Route Cause Analysis).
* All load to be make delivery execution on same day.
* Vendor management & arrange vehicle as per requirement.
* Coordination with van vendors
* Delivery and pickup follow-up for to achieve the Operational Targets by the Team Members.
* DASH Board Handling & Daily report preparation which is sent to State Heads &Regional Heads.

**Company Name: - Fine Tech Corp. Pvt. Ltd. (Reliance Retail Ltd. – E commerce)**

**Experience:** Nov 2019 – Mar 2020

**Designation:** Hub Manager (Hub & Transport)

**Company Name: - Ecom Express Pvt. Ltd.**

**Experience:** Aug 2015 – Mar 2019

**Designation:** Executive

**Company Name - TCI (Transport Corporation of India) XPS Ltd., Bangalore & Hyderabad.**

**Experience:** Nov 2006 – Mar 2014

**Designation:** Branch Incharge (Supervisor)

**Language Known**

* English, Hindi, Odia & Telugu (Beginner)

**Strength**

* Believe in Hardworking.
* Positive Attitude.
* Excellent Coordinating Capability
* Understanding the matter from root level
* Expressive

**Hobbies**

* Reading Book.
* Journey new places.
* Listening Music.

**Educational Qualification**

* **MSW** (Master in Social Work) from Madurai Kamaraj University.
* **MBA** (Marketing) from Madurai Kamaraj University.
* **Graduation** (B.Com – A/c Hons) from Sambalpur University, Odisha.
* **Intermediate** (I. Com) from CHSE, Odisha.
* **HSC** from BSE, Odisha.

**Technical Qualification**

* HWA (Honour Diploma in Web Application) Course from NIIT Ltd., Bolangir, Odisha.
* Having Working Knowledge in MS Office (Word, Excel), Email, and Internet & SAP.
* PGDCA from MCC Academy, Saintala, Balangir.

**Personal Details**

**Name** : Nilapadma Mishra

**Father’s Name** : Jyotilal Mishra

**Address** : At/Po/Ps - Saintala. Dist - Balangir, State - Odisha. Pin - 767032.

**Date of Birth**  : 03rdDec 1986

**Sex**  : Male

**Marital Status** : Married

**Religion** : Hindu

**Nationality** : Indian

**DECLARATION**

I do hereby declare that all the above statements made given is true to the best of my knowledge and belief.

Date:

Place: Nilapadma Mishra