

# Subhasish Tripathy

## Operations Management/Vendor Management

PGDM in Lean Operation Management with 6 years of work experience is ecommerce start-ups working on vendor operations, logistics, Account management, order management etc.

I am a self-starter and always find way to improve the operations by implementing small & continuous improvement techniques.

Being worked in early stage start-up I am not afraid to get my hands dirty to get the job done.

## Experience

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Jun 2016 - Present

### Senior Vendor Operation Associate [Oct 2017-Present]

*Cloudtail India Pvt Ltd*

As part of the operation team, I am involved in the below activities in the organization.

- ◆ Vendor On boarding and training on Various vendor central tools.
- ◆ Making SOPs for internal team & making guidelines for vendors to use different tools.
- ◆ Process Improvements.
- ◆ Making Team's work Metrics, SLA reports for Managers.
- ◆ Escalation Management on ISS, Waybills & vendor master data.
- ◆ I am part of the ISS team which helps to resolve the Inbound Support issue for vendors.
- ◆ Root Cause Analysis and Deep diving on escalated issues, related to inbound, Vendor central issues etc.
- ◆ I am Part of the Master Data Management team which Owns and manages vendor master data and Vendor contract information.
- ◆ E-Waybill/Road Permit Generation for Outward shipments.

### Projects (Internal)

Title 1: Vendor master clean up.

Description:

Vendor attribute correction for 3700 vendors for proper reporting is completed in a span of 5 months from July 2019 to November 2019.

I was responsible for the project management and training for 10 team members to successfully complete the work within the deadline.

The project was supervised by the operation manager.

Title 2: PO to Payment process guideline for vendors

Description: The Education document/guideline to use the vendor portal is completed within 1 month & shared with the vendor.

This results in a good vendor adoption ratio and automation for a lot of the processes. Training helped the vendors to efficiently use the portal to decrease the lead time & fill rates.

## **Vendor Operation Associate [Jun 2016 - Sep 2017]**

*Cloudtail India Pvt Ltd*

As part of the operation team, I was involved in the below activities in the organization.

- ◆ Managing PO to the Payment process for Apparels & Luggage category vendors.
- ◆ Raising PO as per the requirements & buy plans shared by the in-stock Mangers.
- ◆ Arranging the Amazon warehouse appointment for vendors & logistics partners for stock inbound.
- ◆ Vendor training on organizational tools & end to end operation process.
- ◆ Addressing payments issues and resolving the discrepancies by deep diving on the issues.
- ◆ Managing all the operational concern for a set of vendors in PO to Payment process.
- ◆ Helping the Vendor Manager in various operational as well as pick hour works.
- ◆ Making vendor lead time reports and providing inputs for vendor score cards.

## **Mar 2014 - Jun 2016    Sr. Operation Executive**

*21 Cents Solution Pvt Ltd*

Working in a very small start-up organization is exciting and fun filled, I have got a lot of exposure in working with the founders and very experienced leaders. I got a chance to work on multi-functional roles and learned a lot in the process. I have done product packing and went to the vendors place to pick up materials for the organization.

Other than working on every process in the organization, I was working on the below day to day activities.

- ◆ Managing the overall operation in PO to Pay.
- ◆ Vendor lead-time analysis and escalations.
- ◆ Logistics reconciliation.
- ◆ Reconciliation of vendor payable & receivable.
- ◆ Customer return & vendor return Management.
- ◆ Managing customer support & ensuring customer support quality.
- ◆ Publishing the operational metrics dashboards and reports to the leaders.
- ◆ Inventory management & replenishment.

# Education

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Oct 2017 - Sep 2019     **Alliance University**

Executive Post Graduate Diploma in Management [EPGDM]

- ◆ Lean Operation Management
- ◆ Supply chain management
- ◆ Quality Management

Title: Efficient Onboarding Process of Blue-Collar Workforce  
Organization - Betterplace Safety Solutions Pvt Ltd. (Duration – 4 Weeks)  
Description:  
Analysis of the lead time taken to onboard one partner to the organization finding out the wastes in the process.  
Suggested the ways to remove the wastes from the value chain by using lean principles & quality principles.

Sep 2008 - Aug 2012     **Biju Patnaik University of Technology**

Bachelor of technology in Electronics & Communication Engineering

Mar 2006 - Mar 2008     **CHSE, Odisha**

+2 Intermediate in science & Biology

Mar 2003 - Mar 2006     **Board of Secondary Education, Odisha**

Matriculation (10th)

# Skills

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Microsoft Excel	<div><div>Good</div></div>
VBA	<div><div>Basic</div></div>
Operation Management	<div><div>Good</div></div>
Leadership	<div><div>Basic</div></div>
Microsoft Office	<div><div>Good</div></div>

## Interests & Hobbies

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- ◆ Playing Board Games
- ◆ Playing PC & Mobile Games
- ◆ Watching Movies
- ◆ Exploring the New Gadgets

## Personal Information

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## Declaration

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I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned.

**Name:** Subhasish Tripathy

**Date:**