

# Thandra Sunil Kumar Naidu

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## ACADEMICS

| QUALIFICATION          | INSTITUTE                            | BOARD/UNIVERSITY               | YEAR | %/CGPA   |
|------------------------|--------------------------------------|--------------------------------|------|----------|
| MBA (Operations & SCM) | Mittal School of Business, Phagwara  | Lovely Professional University | 2021 | Pursuing |
| BCA                    | Reva University, Bengaluru           | Reva University                | 2019 | 82.00    |
| XII                    | Sri Chaitanya Jr College, Vijayawada | A.P State Board                | 2015 | 88.50    |
| X                      | Narayana Olympiad School, Tirupati   | A.P State Board                | 2013 | 88.00    |

## JOB

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| <b>DELHIVERY PRIVATE LIMITED<br/>(PROBLEM SOLVING TEAM ASSOCIATE)<br/>(Jan-Present)</b> | <ul style="list-style-type: none"><li>• Reduce the customer escalations by ensuring continuous flow of the shipments within the network. Responsible to clean the ageing &gt;48 hours of the shipment within the facility.</li><li>• Unlabeled Shipments: Finding the details of the unlabeled shipments, matching with suitable shipments of the client and processing further.</li><li>• Damage Shipments - Take the final call on damage shipment (repack it &amp; connect ahead or take it up with Security and mark it RTO/Lost)</li><li>• Regulatory compliance - (Close Ewbn issue along with Regulatory and can apply the appropriate the NSLs)</li><li>• Vehicle Placement for Direct Delivery - We should also give the recommendation to the Facility head if an Adhoc vehicle can be placed for direct delivery from hub instead of connecting it to the NDC.</li><li>• Payment Issues- Follow up with the client for payment issues of the shipments until the issue resolves.</li><li>• Missing Shipments: We are responsible to look for shipments which are missed after the reaching the facility through the data of the shipment and process it for further connection.</li><li>• Responsible to look after the Regular audit of the facility held on every Tuesday.</li><li>• Submission of Root call Analysis (RCA) and day level reports by the end of the day.</li><li>• Coordinating with Floor operations in order to reduce the issues and involving in implementing new processes for better flow of shipments.</li><li>• Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.</li><li>• Delivered exceptional level of service to each customer by listening to concerns and answering questions.</li></ul> |
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## INTERNSHIP

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| <b>FLIPKART INTERNET PRIVATE LIMITED<br/>(P&amp;L OPERATIONS)</b> | <ul style="list-style-type: none"><li>• Taking, place and following orders for the company including stock items and planned according to maintain the required inventory.</li><li>• Banded up with the Team to achieve the target of receiving the required material for the inventory during sale (Big Billion Days).</li><li>• Coordinating with 3PL partners and aligning vehicles as per the requirement of the stock within TAT.</li><li>• After receiving the stock, Will match the items in box level with the pre-projected data and issue POD(Proof of Delivery) for further queries.</li><li>• Ensuring and escalating the issues for the shipment damages and short received cases with the origin team.</li><li>• Planned thoughtful decisions by organizing, gathering relevant information and defining alternatives by coordinating with team.</li><li>• Involved in Fulfilment Centre operations which manages inventory, Inbound, Outbound operations.</li><li>• Have thorough knowledge about pick to dispatch(P2D) cycle of the product.</li></ul> |
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## INTERNSHIP

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| <b>MANIPALCIGNA<br/>HEALTH INSURANCE<br/>(MARKETING<br/>TRAINEE)</b> | <ul style="list-style-type: none"><li>Identified trends and determine system improvements to achieve marketing and sales operational goals.</li><li>Developed field action plans and advertising to accomplish marketing and goals.</li><li>Collaborated with other managers and key employees in department to achieve important goals.</li></ul> |
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## LIVE PROJECT

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| <b>HONDA</b> | <ul style="list-style-type: none"><li>Worked as sales representative trainee for two wheelers in VK Honda Automobiles India Private Ltd, December, 2019.</li></ul> |
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## CERTIFICATIONS

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| <b>SIX SIGMA WHITE BELT</b>       | <ul style="list-style-type: none"><li>Completed a certification course on 'Six Sigma White Belt' offered by Aveta Business Institute, May 2020.</li></ul>  |
| <b>SIX SIGMA YELLOW BELT</b>      | <ul style="list-style-type: none"><li>Pursuing online course on 'Six Sigma Yellow Belt' which focused on Six Sigma Terminologies offered by coursera, August,2020.</li></ul>   |
| <b>DIGITAL SKILLS:<br/>RETAIL</b> | <ul style="list-style-type: none"><li>Completed a course on 'Digital Skills: Retail' offered by FutureLearn through Accenture, May 2020.</li></ul>   |
| <b>DIGITAL MARKETING</b>          | <ul style="list-style-type: none"><li>Completed online course which focused on basics of Digital marketing, Search engine optimization, Search engine marketing, Email marketing, through Google, December 2019.</li></ul> |
| <b>NETWORKING<br/>ESSENTIALS</b>  | <ul style="list-style-type: none"><li>Completed a course on 'Networking Essentials' conducted at the 'School of Computer Science and Applications', Reva University, Bengaluru, April 2017.</li></ul>                      |

## CO CURRICULAR ACTIVITIES

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| <ul style="list-style-type: none"><li>Attended a guest lecture on 'Data Analysis' by Mr. Anish Agrawal (Director and Head of Data Analytics in Royal Bank of Scotland, LPU, August 2019).</li><li>Attended a guest lecture on 'Personality Development' which focused on how to develop CV and how to prepare for interviews by Mr. Gaurav Gupta (National HR Business Partner), LPU, August 2019.</li></ul> |
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## POSITIONS OF RESPONSIBILITY

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| <b>COORDINATOR,<br/>SML</b> | <ul style="list-style-type: none"><li>Acting as Coordinator for SML wherein conduct various events and activities for Social Awareness on various causes, LPU, August 2019-till present.</li></ul> |
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## EXTRA CURRICULAR ACTIVITIES

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| <b>COMMUNITY SERVICE</b> | <ul style="list-style-type: none"><li>Organized activities and events for spreading One Person One Plant , LPU, August 2018.</li></ul>  |
| <b>PARTICIPATIONS</b>    | <ul style="list-style-type: none"><li>Participated in 'Game-athon' organized by Brain Master Club, LPU, September 2019.</li><li>Participated in 'HRUDAYA' organized by Disha Club, LPU, October 2019.</li></ul> |

## PERSONAL DETAILS

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| <b>ADDRESS</b> | <ul style="list-style-type: none"><li>7/11 Matli Pedduru, Rayachoti, Andhra Pradesh (India) - 516269</li></ul> |
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