

# CURRICULUM VITAE

**UTKARSH CHHABRA**  
28<sup>th</sup> February 1993

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## **Work Experience**

**6 Years**

### **VP- Operations, FYC Tech Private Limited (Jumppers), Gurgaon Nov' 2020- Present**

- Responsible for managing the last mile deliveries, liaison with client SPOCs & own key operational metrics
- Responsible for managing clients like Amazon, Big basket, Flipkart & Blue Dart
- Own daily & monthly P&L and identify opportunities to improve profitability
- Manage all the team leaders to ensure that daily operational targets are achieved
- Successfully launched L5 Electric rickshaws with Flipkart and Amazon, first of its kind in Delhi-NCR Region.

### **Hub Manager - Operations, BigBasket.com, Delhi NCR Sep'17-Nov'20**

- Manage the key hub operations such as ensuring on-time pick up & dispatch of orders, write off, IBND, and addressing customer complaints
- Responsible for a team of 70 hub staff (operations controller, customer experience executives, associates, and shift controllers), key activities being managing shift huddles, staff attendance and rosters, fill rate, attrition management
- Forecast the monthly order volume and manpower planning for the same
- Analyze the P&L for the newly launched store and achieve break-even in the initial phase

#### *Key Achievements -*

- Responsible for setting up the first 5k store in Delhi which featured in the top 10 5K stores across the country for 6 continuous months
- Got 90% and 92% score in the "Process Audit" which was best in the region.
- Achieved 0% customer complaints for 'Chilled and Frozen' articles.
- Maintained the Best Fill Rate for the 5 consecutive months in the region
- Worked on store cost optimization by changing the pay out model of the bikers from fixed to variable (per packet)

### **Founder, Deals Revalued, New Delhi Mar '16 – Sep '17**

Liquidation firm responsible for sale & purchase of e-commerce goods in the category of footwear, apparels and home utilities which were scrap for the logistics players.

- Identified sourcing opportunities from e-commerce & logistics firms and distributors.
- Strategically chose warehouse location in Samalkha, ensuring a healthy mix of small retailers & daily wagers around to have a high visibility and high footfall.
- Layout planning of the warehouse in order to ensure maximum utilization of space
- Placement of categories in a way where fast selling goods are easily visible to customer
- Set up tie-ups with small retailers for bulk deals – establishing the B2B channel
- Developed marketing campaigns around festivals & pushed the customers to buy more by offering additional discount on higher total billing amount

- Established the e-commerce business on greendust.com and overcart.com which involved pricing calculations, inventory management & timely order fulfilment.

**Associate , Wipro Limited, Delhi NCR**

**Jun'15 - Feb'16**

- Troubleshooting of HP Printers over phone and remote access
- Supported US and Canadian customers over the for the troubleshooting of these printers
- Cross selling of printers and its accessories to the customers while they called for troubleshooting of existing problems
- Got awarded as best performer of the month thrice & the best employee of the team once

**ACADEMIC QUALIFICATION**

Standard	Board/College	Year	Percentage (%)
B.Tech	Lingaya's University, Faridabad, Haryana	2015	7.3 CGPA
XII	Happy Model Senior Secondary School (HSBE Board), Udhampur (J&K)	2010	61%
X	Happy Model Senior Secondary School (HSBE Board), Udhampur (J&K)	2008	89%

Certified in **Mobile Robotics by Georgia Institute of Technology, Coursera**

**Jan'14**

**INTERNSHIP**

**TATA TELESERVICES, New Delhi**

**(Jun'14 –Dec'14)**

- Worked in the RAN department on Live Monitoring of Network outages at BSC & BTS level
- Hourly & daily basis reports generation & monitoring the same
- Tracking abnormal behaviour of network nodes through Alarm Monitoring
- Immediate escalation & rectification by coordinating with Vendor/BSS/FMC/Switch team
- Maintaining KPIs Benchmarks i.e. Call Drop < 0.5%, Access Fail Rate <8%, etc.