

Neha Agarwal

Operations Manager

+91 98220 30405

neha.agarwal@email.com

Pune, India

linkedin.com/in/nehaagarwal

■ PROFILE

Operations manager with 7 years in e-commerce fulfilment and supply chain. I simplify processes, build dashboards that drive daily decisions and lead teams through peak season without drama.

■ EXPERIENCE

2021 — Present •

Pune

Operations Manager

Tidewater Logistics

- Run a 2.4 lakh sq ft fulfilment centre with 350 staff across three shifts.
- Raised order accuracy to 99.7% and cut cost per order by 18%.
- Led peak-season planning for festive sales with zero missed SLAs.

2018 — 2021 •

Mumbai

Assistant Manager — Supply Chain

Pinecrest Retail

- Managed inventory planning for 2,000 SKUs across 40 stores.
- Reduced stock-outs by 30% with a new replenishment model.

2017 — 2018 •

Pune

Management Trainee

Saffronleaf Foods

- Rotated through procurement, production planning and dispatch.

■ EDUCATION

PGDM, Operations

2015 — 2017

Sunrise Institute of Management

B.E., Mechanical

2011 — 2015

Deccan Valley University

■ SKILLS

Process improvement Lean & Six Sigma Inventory planning Workforce planning Vendor management

KPI dashboards

■ CERTIFICATIONS

- Six Sigma Green Belt