

NEHA AGARWAL

OPERATIONS MANAGER

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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

OPERATIONS MANAGER

2021 – Present

Tidewater Logistics, Pune

- 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.

ASSISTANT MANAGER – SUPPLY CHAIN

2018 – 2021

Pinecrest Retail, Mumbai

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

MANAGEMENT TRAINEE

2017 – 2018

Saffronleaf Foods, Pune

- Rotated through procurement, production planning and dispatch.

SUMMER INTERN

2016

Kestrel Mobility, Pune

- Time-and-motion study on an assembly line.

PROJECTS

SLOTING OPTIMISATION

2023

Excel, SQL

- Re-slotted 8,000 SKUs by velocity; cut picker walking by 22%.

PEAK PLAYBOOK

2022

Process

- Wrote the festive-peak playbook now used by four sites.

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

TOOLS

SAP MM | WMS platforms | Excel | Power BI | Jira

CERTIFICATIONS

- Six Sigma Green Belt

AWARDS

- Operational Excellence Award, 2023

LANGUAGES

English | Hindi | Marathi

INTERESTS

Marathon running | Cooking | Podcasts on systems thinking