

CONTACT

+91 98220 30405
neha.agarwal@email.com
Pune, India
linkedin.com/in/
nehaagarwal

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

LANGUAGES

English
Hindi
Marathi

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.

EDUCATION

PGDM, Operations 2015 — 2017

Sunrise Institute of Management

B.E., Mechanical 2011 — 2015

Deccan Valley University

AWARDS

- Operational Excellence Award, 2023