

MEHUL BORICHA

Rajkot, Gujarat, INDIA 360003 • +917622099112 • othermehul@gmail.com

Professional Summary

Talented Manager with expert team leadership, planning and organizational skills built during successful career. Smoothly equip employees to independently handle daily functions and meet customer needs. Diligent trainer and mentor with exceptional management abilities and results-driven approach.

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings. Adept individual with more than 7 years working as Senior post for \$500000 revenue-generating business. Determined and experienced in mentoring and challenging team members to meet and exceed company goals.

Accomplishments

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Supervised team of 50+ staff members.
- Reduced uncontrolled payment activity by 20% by establishing a client payment plan program to monitor customer payments.
- Saved the company many Money by identifying redundancies in the data entry system and recommending consolidations.

Skills

- Strong with Operations understanding and management
- Excellent communication skills (written & verbal)
- Proficient in
- Ability to prioritize and focus on high impact areas
- Positive, pro-active, motivated with \"can-do\" attitude
- Strong customer focus

- Customer Service
- Verbal and Written Communication
- Scheduling and Time-Tracking
- MS applications e.g. Microsoft Word / Excel / Advanced Excel & Macros/Powerpoint
- Hands on experience in building SQL queries (FDP/PowerBI) will be an added advantage
- Ability to use data, make inferences and provide insights effectively to leadership & stakeholders
- Ability to multi-task and work independently and as a team
- Problem solving and ability to navigate through highly dynamic environment
- Sound judgement and ability to make smart decisions
- Possess an attitude to work as a team player
- Flexible with work timings, as per business requirements
- Supply Chain
- E-Commerce
- Microsoft SQL Server
- Business Analysis
- Requirements Gathering

Work History

Manger, 01/2020 to Current

Shree Danev Logistic – Rajkot, Gujarat

- Roles & responsibility - Carried out day-day-day duties accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked flexible hours; night, weekend, and holiday shifts.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Maintained energy and enthusiasm in fast-paced environment.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Served customers and followed outlined steps of service.
- Accomplished multiple tasks within established timeframes.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Improved operations through consistent hard work and dedication.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Hub Manger, 09/2018 to 01/2020

HIVELOOP LOGISTICS PRIVATE LIMITED – Rajkot, Gujarat

- Roles & responsibility (Daily pickups from seller or connect same daily before TAT Given company, Responsible for managing the transportation vendors, Shipment Tracking through GPRS, Team Handling, Ensure customer goods move from production through the supply chain to the end user, Supervise transportation Full truck load, Customer
- Service, LTL, transport coordinator, Transportation, less than truck load, FTL)
- Optimized e-commerce fulfillment strategy to minimize costs while maximizing profits and customer satisfaction.
- Tracked consumer behavior, content management and weight of purchase to develop robust customer acquisition and retention programs.
- Built relationships with customers and community to promote long term business growth.

Team Lead, 09/2017 to 07/2018

Delhivery Pvt Ltd – Rajkot, Gujarat

- Roles & responsibility (Seller Pick Ups or Customer Delivery our partner E-commerce responsibility is to reduce the customer escalations by ensuring continuous flow of the shipments within the network
- They must clean the ageing >48 hours of the shipment within the facility
- Their job is to ensure every shipment is connected in the latest possible connection without any roll-over, follow up with parallel verticals to resolve the shipments which cannot be connected and close them on the same day
- Associate will establish new processes to prevent the recurring failure
- Training the down line on these
- SOPs is also under their preview.)
- Trained new team members by relaying information on company procedures and safety requirements.
- Coached team members in techniques necessary to complete job tasks.

Branch Incharge, 05/2014 to 01/2017

Quickdel logistic pvt ltd

- Roles & responsibility (planning, Inbound Out Bound, coordinating, and monitoring logistics operations such as warehousing, inventory, transportation, and supply chain processes
- Logistics managers typically supervise a team of warehouse staff)
- Oversaw supply chain and supported tech transfer projects, batch release testing, change management and resolution of customer complaints.
- Analyzed business operations to quickly resolve problems and manage workflow process to keep projects on track.
- Managed 50 staff members to perform Delivered shipment dor to dor duties in accordance with established procedures.
- Communicated directly with suppliers and analyzed contracts and service cost-effectiveness.
- Handled production, manufacturing, purchasing, procurement, warehouse management, logistics management, import and exporting and other supply chain functions to facilitate business operations.

Education

High School Diploma: 03/2009

School A S Chaudhari High School - GANDHINAGAR

Languages

English

Bilingual or Proficient (C2)

Hindi

Bilingual or Proficient (C2)

Gujarati

Bilingual or Proficient (C2)

HOBBIES

Listening Music

Cricket

Driving

Traveling

Visit New Place to Make New Friends

Gaming

Reference

Pratap Deraiya (Owner- Shree Danev Logistic)

E- sdl1@sdl1.in

M-+91 8866118180

Jalpesh Rathod (Senior- Manger Udaan Logistics)

E- jalpesh.rathod@udaan.com

M- +91 9687705775

Bhavesh katariya (HR- Delhivery.com)

E- Bhavesh.katariya@delhivery.com

M- +91 917203002777

Javid Memon (Manger- Gojavas)

E- Javid.Memon@shadowfax.in

M- +91 9825372527