# Ananya Verma

CURRICULUM VITAE

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| **Profile** | Turning Regional Operations Into Measurable Growth |
| **In brief** | Operations · Team Leadership · Process Improvement · Client Delivery |
| **Contact** | +91 98605 96905 · info@potatoresume.com · linkedin.com/company/potatoresume · Pune, Maharashtra, India |

Nine years building and running **operations** teams across western India — owning **delivery timelines**, **cost per order** and **client retention**, and rebuilding the processes underneath them. Seeking a regional **operations** leadership mandate with a growing organisation.

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| **9 Years**<br>Operations & delivery | **Logistics & E-commerce**<br>Warehousing · last mile | **Team Leadership**<br>Up to 40 people across 3 sites | **Process Improvement**<br>Lean · Six Sigma Green Belt |
| **3 Awards**<br>Incl. National Operations Award | **P&L**<br>₹40 Cr regional cost centre | | |

## 1. Executive Profile

- Operations leader with nine years across logistics and e-commerce fulfilment, accountable for **delivery timelines**, **cost per order** and the client relationships that depend on both.
- Rebuilds process rather than patching it — mapped and redesigned the inbound flow across three warehouses, taking dock-to-stock from 14 hours to 6.
- Runs teams that stay: grew a 12-person unit into a 40-person operation across three sites with attrition below the regional average throughout.
- Reads the numbers before the meeting — weekly cost-per-order, SLA breach and returns dashboards built in-house and used to brief the leadership team.
- Holds client relationships through difficult quarters, retaining the region's two largest accounts through a peak-season capacity crunch.

## 2. Core Expertise

- Regional Operations
- Process Improvement
- Team Building & Leadership
- Warehousing & Fulfilment
- Cost & Budget Control
- Client Retention
- Last-Mile Delivery
- Vendor Management
- SLA & Quality Management

## 3. Career Progression

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| **2023 – Present** | Meridian Supply Co., Pune | **Regional Operations Manager** |
| **2020 – 2023** | Northline Logistics, Mumbai | **Operations Manager** |
| **2018 – 2020** | Northline Logistics, Mumbai | **Assistant Manager, Fulfilment** |
| **2017 – 2018** | Crestfield Retail, Nashik | **Operations Executive** |

## 4. Recognition

**2025** National Operations Award for the lowest cost per order across all regions.

**2022** Excellence in Process Improvement for the inbound redesign programme.

**2019** Rising Star Award, western region.

## 5. Leadership Attributes

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| **Decisive Under Pressure** | **Clear Written Communication** | **Coaching & Delegation** |
| **Analytical Rigour** | **Vendor Negotiation** | **Calm in Escalation** |

## 6. Professional Experience

### Regional Operations Manager
**March 2023 – Present**

Meridian Supply Co., Pune

Owns the western region's fulfilment operation and its ₹40 Cr cost base.

- Runs fulfilment across three sites and 40 people, carrying delivery SLA, cost per order, returns and client retention.
- Cut cost per order by 18% in two years by renegotiating the last-mile vendor mix and rebalancing volume across sites.
- Rebuilt the inbound process end to end, taking dock-to-stock from 14 hours to 6 without adding headcount.
- Holds the region's two largest client relationships, retaining both through a peak-season capacity crunch.
- Built the weekly operations dashboard the leadership team now briefs from — SLA, cost, returns and attrition in one view.
- Coaches three site leads on daily planning, escalation and the numbers they are accountable for.

### Operations Manager
**June 2020 – February 2023**

Northline Logistics, Mumbai

Ran a single high-volume fulfilment centre through a period of rapid growth.

- Managed a 12-person team through a doubling of daily order volume with no deterioration in SLA.
- Introduced shift-level planning and a standard escalation path, cutting same-day breaches by a third.
- Led the Six Sigma Green Belt project that reduced mis-picks by 41% across the site.
- Owned vendor performance reviews for packaging and transport, consolidating from nine suppliers to four.
- Trained and certified 20 associates on the new warehouse management system during rollout.

## 1. Professional Experience, continued

### Assistant Manager, Fulfilment
**August 2018 – May 2020**
Northline Logistics, Mumbai

First people-management role, running the outbound shift.

- Ran the outbound shift for a 4,000-order-a-day site, accountable for dispatch accuracy and cut-off adherence.
- Reduced dispatch errors by introducing a two-stage verification at pack-out.
- Produced the daily operations report used by the site manager and the regional team.

### Operations Executive
**July 2017 – July 2018**
Crestfield Retail, Nashik

Store operations and stock accuracy across a four-store cluster.

- Handled stock accuracy, replenishment and audit compliance across four stores.
- Brought cycle-count accuracy from 92% to 99% within one financial year.

## 2. Education & Credentials

**MBA (Operations)** — **2017**
Symbiosis Institute of Business Management, Pune

**B.E., Industrial Engineering** — **2015**
University of Pune

**Six Sigma Green Belt** — **2021**
KPMG India

**Early Training**
Summer internship in supply chain planning at a national FMCG distributor, Pune, 2016.

## 3. Personal

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| **DATE OF BIRTH** | — |
| **LANGUAGES** | English, Hindi and Marathi |
| **PREFERRED LOCATION** | Maharashtra and western India — open to on-site and hybrid roles |
| **RESIDENCE** | Pune, Maharashtra, India |