Ananya **Verma**

Turning Regional Operations Into Measurable Growth

Operations · Team Leadership · Process Improvement · Client Delivery

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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.

9 Years
Operations & delivery

Team Leadership
Up to 40 people across 3 sites

3 Awards
Incl. National Operations Award

Logistics & E-commerce
Warehousing · last mile

Process Improvement
Lean · Six Sigma Green Belt

P&L
₹40 Cr regional cost centre

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.

CORE EXPERTISE

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

CAREER PROGRESSION

2023 – Present	Meridian Supply Co., Pune	**Regional Operations M**
2020 – 2023	Northline Logistics, Mumbai	**Operations M**
2018 – 2020	Northline Logistics, Mumbai	**Assistant Manager, Fu**
2017 – 2018	Crestfield Retail, Nashik	**Operations E**

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.

LEADERSHIP ATTRIBUTES

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

PROFESSIONAL EXPERIENCE

March 2023 – Present

Regional Operations Manager

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.

June 2020 – February 2023

Operations Manager

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.

PROFESSIONAL EXPERIENCE, CONTINUED

August 2018 – May 2020

Assistant Manager, Fulfilment

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.

July 2017 – July 2018

Operations Executive

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.

EDUCATION & CREDENTIALS

2017

MBA (Operations)
Symbiosis Institute of Business Management, Pune

2015

B.E., Industrial Engineering
University of Pune

2021

Six Sigma Green Belt
KPMG India

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

PERSONAL

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