Ananya **Verma**

Turning Regional Operations Into Measurable Growth

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01 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.

02 Expertise

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

03 Experience

Regional Operations Manager

March 2023 – Present

Meridian Supply Co., Pune

- 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

- 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.

Assistant Manager, Fulfilment

August 2018 – May 2020

Northline Logistics, Mumbai

- 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

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

04 Education

MBA (Operations) — 2017

Symbiosis Institute of Business Management, Pune

B.E., Industrial Engineering — 2015

University of Pune

Six Sigma Green Belt — 2021

KPMG India