

# ABHISHEK KUMAR SINGH

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## **ABOUT ME**

Dynamic professional with extensive experience in logistics and retail operations management. Expertise in coordinating shipments and ensuring timely deliveries to retail outlets. Strong communicators known for building and maintaining strong partnerships with retail clients and suppliers. Committed to delivering exceptional service, maintaining product quality, and adhering to industry standards. Effective leaders in driving operational excellence and achieving business objectives in competitive environments.

## **ACADEMIC QUALIFICATION**

DEGREE	YEAR	NAME OF INSTITUTE	CGPA/ PERCENTAGE
MBA	2021-2023	Chitkara Business School	8 CGPA
BBA	2018-2021	Chitkara Business School	7.25 CGPA
12th	2018	MDAV Public School	60%
10th	2016	MDAV Public School	8.6 CGPA

## **WORK EXPERIENCE**

### **RETAIL OPERATION MANAGER(GUJARAT)**

#### **Om Logistics Limited**

June 2023-Present

- As a Retail Manager, I am responsible for managing , controlling and developing good potential business partners for utmost contribution in improving daily sales and service level.
- Effectively controlling same day pickup, connection and delivery using business

partners and strengthening relationship with customers.

- Quality management and ensuring all pick-ups are done with right documents and weight and dimensions for CFT to avoid vehicle detention and loss of revenue.
- Promoting 100 % digital work.
- Report and co ordinate with local branch and hub managers for smooth pickup, delivery and dispatches ex branch/hubs.
- Managing IN/OUT of the shipments using FIFO process and on time dispatch and arrival of vehicles.
- POD real time upload, quality and same day PFN/DDR.
- Continual efforts to make company a zero deps company, by reporting and resolving DEPS(Damage/extra/pilferage/short).
- Manage retail outstanding (To pay and Paid amount).
- Vehicle & Route planning according to competitive TAT and same day connectivity. (Network Management)

## **KAM (KEY ACCOUNT MANAGER)**

### **Cogoport Private Limited**

Feb 2023-April 2023

- As a Key Account Manager , I was responsible for providing specific services to the company's clients or customers. These services includes Import/Export Services, Customs clearance and other logistics-related services.
- Managing and maintaining relationships with the company's key customers or clients
- Managing the relationships with key importers and exporters and ensuring that their needs are met throughout the entire process.
- Identifying new opportunities for import and export, including new markets or products.
- Working with the company's sales and marketing teams to develop strategies for entering new markets and expanding the company's customer base.
- Coordinating with suppliers, ensuring that goods are shipped on time and in good

- condition, and managing any issues that arise during transit.
- Managing customs clearance and ensuring that all necessary documentation is provided.
  - Manage risk effectively, including identifying potential risks and developing strategies to mitigate them.
  - Ensuring the smooth and efficient operation of a logistics company.

## **TECHNICAL SKILLS**

- MS Office (MS EXCEL / WORD / PPT)
- Specialization in Business Analytics
- Supply Chain / Logistic Knowledge
- CRM Platform Hands on Experience

## **PERSONAL SKILLS**

- Team Oriented and Leadership Skills
- Problem Solving Skills
- Negotiation Skills

## **TRAINING AND CERTIFICATIONS**

- Internship Certificate as a Key Account Manager.
- Certification in Specialization in Business Analytics.

## **AREA OF INTEREST**

- Warehousing Operations
- Omni Channel Management
- Store Operation
- B2B Operation

## **EXTRA CO-CURRICULAR ACTIVITIES**

- Participation in International equanimity Olympiad (2015).
- Participation in DAV National Sports (chess 2016).

- Participation in Ambala dist. Carrom association (2015).
- Playing cricket at District level (2015-2016).

### **PERSONAL DETAILS**

Date of Birth	11 August 2000
Marital Status	Unmarried
Sex	Male
Nationality	Indian
Languages Known	English, Hindi, Punjabi
Hobbies	Playing Cricket, Chess, Travelling

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**(ABHISHEK KUMAR SINGH)**