

# Banka Arun Kumar Patrudu

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## Operations Manager E-commerce, Warehouse & Multi-store Expert

### Profile Summary

#### Organizations Worked With:

Marshalls Petzone

- Strategic Operations Manager with a proven track record in optimizing efficiency, reducing costs, and enhancing customer experiences in the dynamic realm of e-commerce, warehouse, and multi-store management. Over 3 years & 7 months of hands-on experience, I've developed a keen understanding of the intricacies involved in running successful online businesses, warehouse management, and physical stores concurrently.
- Successfully oversaw the operations of multiple retail locations, ensuring uniformity in processes, inventory management, and customer service, resulting in increased revenue and customer satisfaction.
- Deep understanding of the e-commerce landscape, including order fulfillment, inventory management, and logistics. Implemented innovative solutions to enhance the online shopping experience for customers.
- Successfully oversaw the operations of multiple retail locations and warehouse, ensuring uniformity in processes, inventory management, and customer service, resulting in increased revenue and customer satisfaction.
- Adept at designing and implementing operational strategies that streamline processes, minimize bottlenecks, and maximize productivity across the supply chain and fulfillment operations.
- Ability to recommend employee engagement plans to create positive employer-employee relationships within a firm.
- Proficient in identifying internal resource needs and employing head hunting tactics to source specialized executives.

### Professional Skills

- Highly nurtured communication, interpersonal, analytical, leadership and presentation skills to relate with people at all levels of business and management.
- Robust skills in dealing with understaffing, refereeing disputes, firing and administering disciplinary procedures.
- People coaching skills in driving company effectiveness and leading change in highly fast-paced environments.

### Skill Set

Supply Chain Management • Inventory Control • Warehouse Operations • E-commerce Operations • Multi Store Management • Logistics and Distribution • Quality Control • Data Analysis • Facebook Ads • Social Media Management • Digital Marketing • Time Management • Team Training • Employee Relations • Internal Auditing • Manpower Planning

### Work Experience

#### Operations Manager (E-commerce, Warehouse & Multi-store Expert)

Marshalls Petzone (August 2020 - Present)

#### Responsibilities:

- Developed and executed comprehensive e-commerce strategies to drive sales, increase conversion rates, and enhance the overall online shopping experience.
- Led and managed a team of 200 employees, resulting in improved operational efficiency, enhanced productivity, and increased overall team satisfaction.
- Oversaw the effective management of e-commerce platforms, optimizing product listings, and ensuring a seamless customer journey from browsing to checkout.
- Worked closely with the marketing team to align e-commerce activities with digital marketing campaigns, resulting in increased website traffic and revenue.
- Revamped warehouse layout and operational processes, resulting in a 40% improvement in efficiency and a 60% reduction in order fulfillment time.

- Introduced and integrated warehouse management systems (WMS) to automate inventory tracking, reducing errors and improving overall inventory management.
- Implemented cost-effective measures in warehouse operations, leading to a 30% reduction in operational expenses while maintaining service levels.
- Established standardized operational procedures across multiple retail locations, ensuring consistency in service, inventory management, and customer experience.
- Implemented targeted sales and marketing strategies, contributing to a 45% increase in overall revenue across all stores.
- Implemented inventory control measures, resulting in a 90% reduction in stockouts and excess inventory.
- Implemented training programs for warehouse and store staff, enhancing their skills and improving overall team performance.

### **Store Manager**

#### **Marshalls Petzone (August 2019 – August 2020)**

##### Responsibilities:

- Managed and led a dynamic team of 20 employees, fostering a positive and customer-focused work culture that resulted in a 60% increase in employee satisfaction.
- Achieved and exceeded sales targets consistently through effective sales strategies, product merchandising, and customer engagement techniques.
- Elevated customer satisfaction scores through the implementation of customer-centric practices and effective conflict resolution strategies.
- Developed and executed seasonal promotions and marketing campaigns to drive foot traffic and boost sales during peak periods.

### **Store Executive**

#### **Marshalls Petzone (August 2018 – August 2019)**

##### Responsibilities:

- Consistently met or exceeded monthly and quarterly sales targets through effective sales strategies and customer engagement.
- Built and maintained strong customer relationships, resulting in increased customer loyalty and repeat business.
- Worked collaboratively with cross-functional teams, ensuring seamless communication and coordination between departments.
- Actively participated in marketing and promotional activities to drive foot traffic and boost sales.

### **Education**

- **BA** from GITAM University, Andhra Pradesh, India
- **M.P.C** from Sri Chaitanya Junior College, Andhra Pradesh, India

### **Certifications**

- **BEC** – Business English Cambridge – Level 3 Certified
- **BFSI & BDE** – Certified from Tata Strive

### **Personal Details**

Date of Birth: 1<sup>st</sup> October 1996  
 Linguistic Abilities: English, Hindi, Telugu  
 Nationality: Indian  
 References: Available upon request