

Abhishek Dubey
Senior Logistics Manager | Mumbai, India

BASIC INFORMATION

Experience in:	Supply Chain & Logistics Industry
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CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **Supply Chain & Logistics Industry**. I have a consistent record of delivering results-driven work with a proven ability to implement my projects in an organised manner, spanning **12+ years** of my successful career.

My expertise:- **Supply Chain & Logistics Industry – Customer Logistics & Transportation Management, First Mile Logistics, Middle Mile Operations, Last Mile Delivery, Warehouse Operations, Route Optimization, Cross-Border Logistics, Vendor Management, Cost Optimization, Digital Transformation, Team Leadership, Operational Excellence**. I have in-depth knowledge of all the ethics of management. I possess effective communication skills and am a team player with strong organisational, Logical, and Problem-Solving Abilities.

I have extensive experience working with large-scale organisations, such as **Hafele India Pvt. Ltd.** I am well-versed in skills including analysis, problem-solving, and coordination, which have contributed to my success and dedication. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **Senior Logistics Manager** in a reputable company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organisation's vision & objectives with sufficient ease and dedication to my job responsibilities.

EXPERIENCE

Aug 2019 – Present | Hafele India Pvt. Ltd. |
Deputy Manager → Manager → Senior Manager – Customer Logistics & Delivery

Responsibility:-

- Leading a 19-member logistics team managing customer delivery operations across India, Nepal, Bhutan, Bangladesh, and Sri Lanka.
- Managing end-to-end customer logistics, including first-mile, middle-mile, last-mile, and reverse logistics operations.
- Driving logistics cost optimisation through route planning, vehicle utilisation, freight analysis, and vendor performance management.
- Managing inbound and outbound logistics operations while ensuring OTIF (On-Time In-Full) delivery performance.
- Leading cross-functional collaboration with Sales, Service, Finance, Procurement, and Warehouse teams for integrated supply chain planning.
- Spearheading digital transformation initiatives including One Warehouse Dashboard, GPS-enabled dispatch tracking, API

integrations, and mobile delivery solutions.

- Managing transportation partners, 3PL vendors, and logistics service providers to improve operational efficiency and service quality.
- Establishing transportation TAT benchmarks and improving fleet planning and vehicle turnaround times.
- Monitoring logistics KPIs, SLA compliance, freight costs, and operational dashboards to drive continuous improvement.
- Managing logistics operations across 10+ warehouses while ensuring inventory accuracy and service excellence.
- Driving process automation initiatives to improve shipment visibility, compliance, and customer experience.
- Leading continuous improvement projects focused on productivity, operational efficiency, and cost reduction.
- Mentoring logistics teams and driving a high-performance operational culture across multiple locations.

Mar 2018 – Aug 2019 | Quess Corp Ltd. | Area Operations Manager → Senior Area Operations Manager

Responsibility:-

- Managed logistics operations across more than 50 delivery stations.
- Led a workforce of over 350 employees across multiple operational locations.
- Managed first-mile, last-mile, and reverse logistics operations for leading e-commerce clients.
- Planned manpower allocation, transportation schedules, and daily operational activities.
- Monitored delivery performance, SLA adherence, and customer service metrics.
- Managed parcel movement exceeding 100,000 shipments per day.
- Coordinated with warehouse teams, transportation partners, and delivery associates for seamless operations.
- Conducted operational reviews and implemented process improvement initiatives to enhance efficiency.
- Ensured compliance with quality standards and operational procedures.

Feb 2017 – Feb 2018 | DIESL – A Tata Enterprise (Now TVS Logistics) | Senior E-Commerce Analyst → National E-Commerce Logistics Lead

Responsibility:-

- Led national e-commerce logistics strategy and operational planning.
- Managed transportation and delivery operations across multiple regions.
- Improved delivery turnaround time through logistics process optimization.
- Coordinated with cross-functional stakeholders to enhance logistics performance.
- Supported business expansion through scalable logistics solutions.
- Monitored logistics KPIs and implemented continuous improvement initiatives.

Jun 2014 – Feb 2017 | Amazon Transportation Services Pvt. Ltd. | Channel Associate / Intern → Channel Team Lead (Assistant Manager)

Responsibility:-

- Managed last-mile delivery operations and channel partner performance across assigned regions.
- Led expansion of the Kirana delivery partner network across India.
- Coordinated transportation planning and delivery execution for customer orders.
- Managed delivery partners, local vendors, and operational teams to improve service levels.
- Supported logistics technology initiatives and digital process improvements.
- Assisted in developing logistics applications to improve operational visibility and customer experience.
- Monitored operational KPIs, SLA compliance, and delivery performance.
- Drove continuous improvement initiatives focused on customer satisfaction and operational efficiency.

ACHIEVEMENTS

- Awarded Häfele Star Manager for three consecutive years (2021–2023) in recognition of exceptional logistics leadership and operational excellence.
- Received the Highest Kaizen Award of the Year for implementing high-impact freight and warehouse process improvement initiatives.
- Delivered ₹50+ Lakhs annual logistics cost savings through freight optimization, vendor rationalization, and load consolidation strategies.
- Improved On-Time Delivery (OTD) performance from 92% to 95% through route optimization and SLA monitoring.
- Successfully implemented API-based shipment tracking and automated e-way bill generation, improving operational visibility and regulatory compliance.

- Spearheaded digital logistics transformation initiatives, enhancing real-time shipment visibility and customer delivery experience.
- Successfully managed logistics operations across India and SAARC countries, ensuring seamless cross-border supply chain execution.
- Expanded logistics partnerships by onboarding new-age Logistics Service Providers (LSPs), improving regional delivery performance by 5–6%.

ACADEMIC FORTE

- PG Diploma in Supply Chain Management from NMIMS, Mumbai in 2020.
- Bachelor of Management Studies (BMS) from K.M. Agrawal College, Mumbai University in 2014.

Training & Certifications:

- 5S & Kaizen Certification – Häfele India & e-Protect 360
- Supply Chain Management Practices
- Lean Logistics & Continuous Improvement
- Warehouse & Transportation Management Systems (WMS/TMS)
- Logistics Process Optimization & Cost Management

TECHNICAL PROFICIENCY

Well-versed with Supply Chain & Logistics

- Transportation Management
- Warehouse Management
- Distribution Planning
- Inventory Management
- Capacity Planning
- Reverse Logistics
- Freight Spend Analysis
- SLA & KPI Management

Systems & Digital Platforms

- SAP
- Warehouse Management System (WMS)
- Transportation Management System (TMS)

- GPS Fleet Tracking
- Logistics Dashboards
- API Integration
- E-Way Bill Automation

Operations Excellence

- Lean Practices
- 5S & Kaizen
- Vendor Performance Management
- Process Improvement
- Cost Optimization
- Data Analysis & MIS Reporting

Advice for Contacting: I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on LinkedIn or contact me at abhishekd7236@gmail.com