

# SUMAN PAL

## SUPPLY CHAIN THOUGHT LEADER

An Educator, Consultant & Researcher in **Supply Chain Management, Operations Management, Demand Planning, Inventory Management, Logistics Management, and Transportation, targeting challenging assignments** in an organization of high repute.

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### Executive Profile

- A competent expert with proven efficiency in strategically planning and managing logistics, warehouse, transportation, and customer services to score mutually beneficial deals; innovated business development to maximize revenue by identifying market opportunities.
- Have handled 2.5 lakh area square feet across North handling 45 lakh shipments per month across 7 fulfillment centres with Flipkart.
- Handled Operations of entire East and North East that included 12000 premium packages in BAU and 22000 premium packages in sale events across surface and air in 5 Sort Centres.
- Well versed primary & secondary transportation, forecast planning, multimodal transportation. Negotiation with co-loaders, Airlines and airport operational procedures.
- Played a crucial role in reducing the cost and weight management of the Bags that used to move in the network, Operations Control & Design.
- Proficient in streamlining Manpower & Process Management, TAT, speed, cost reduction, transportation operations and S&OP processes development, and daily planning of shipments/cargo movement.
- Demonstrated expertise in maintaining metrics and data analysis to assess performance and implement improvements of 5S & 4M requirements at the facility.
- Enhanced team performance and maximized customer satisfaction by strategically managing and implementing product improvements resulting in product excellence/efficiencies
- Excels in building and leading large multi-disciplinary teams while constantly monitoring and enhancing performance to accelerate project and business objectives
- An effective communicator with excellent presentation, interpersonal, analytical, problem-solving & leadership skills

### Education & Credentials

- Pursuing Ph. D in Advanced Logistics & Supply Chain from Amity University, Kolkata, July 2024.
- Master of Business Administration (M.B.A.), Indian Institute of Logistics, Chennai in Logistics and Shipping Management, 2013
- Bachelor of Engineering (B.E.) in Electronics & Communication Engineering, Hindustan College of Engineering, Anna University, Chennai, India, 2009
- Completed Certified Engineering Course, Prolific System & Technologies Pvt. Ltd., Noida

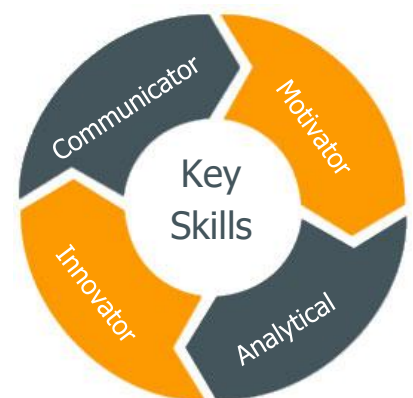
### Professional & Academic Experience

July'24 - Till Date: Assistant Professor, ADAMAS UNIVERSITY

### Key Impact Areas

Supply Chain Solutions	Demand Planning   Onboarding
Inbound Logistics   Negotiation	Stakeholder Management
Product Management	Inventory Management
Procurement   Vendor Development	Outbound Logistics
Solution Implementation	Team Management

### Key Skills



Faculty at Adamas University in Kolkata taking care of First- & Second-Year MBA & BBA batches. My pedagogy includes relating the theory with real time industry scenarios and case studies.. My domain is into Production, Operations, Logistics & Supply Chain, Industrial Management. Subjects that I currently take:

1. Logistics & Supply Chain
2. Production & Operations
3. Business Forecasting
4. Strategic Supply Chain Management
5. Industrial Management
6. Procurement & Inventory Management
7. Strategic Supply Chain Management
8. Warehouse Management.
9. Global Trade

Apart from academics actively involved with placement department as a Mentor to students where I train them on Group Discussions, Aptitude Tests, Psychometric Tests and how to appear for Personal Interviews. Also successfully supported the entire admission process of May-June 2024 Intake thereby coordinating with students and parents in Offline and Online registrations.

### **Sep'23 – June'24: Visiting Professor (Logistics & Supply Chain), ADAMAS UNIVERSITY**

Currently visiting faculty at Adamas University in Kolkata taking care of First & Second Year MBA & BBA batches of Logistics & Supply Chain from Sep'23. A platform where I can share my knowledge with practical examples and real time process /strategies that organizations implement in the logistics industry.

#### **Subjects & Workshops**

1. Lean Supply Chain Management
2. Procurement & Inventory Management
3. Logistics & Supply Chain Management
4. Principles of ERP
5. Strategic Supply Chain
6. Global Trade & Operations
7. Workshop on Ecommerce
8. Latest Supply Chain trends

### **Mar'23 – Aug'23: Senior Manager – SCM, Reliance India Limited**

- Set up PAN India process design and freight leakages across JMD network.
- Maintaining Truck Utilization and ensuring proper size truck placement in the required route.
- Revamping network routes and cut offs, improving TAT, working on re-designing of QWIK Supply Chain network.
- Handling 30000 orders per day across the country in GnG & HD in 25 DCs
- Handling escalations on delays in delivery, vehicle placements and transportation across the chain.

### **May'22 – Nov'22: Arzoo as Regional Manager Ops**

- Build relationships within the company and with external parties for scaling across East and North East by maintaining the supply chain across retailers & sellers in the B2B platform in L.A., S.H.A., and K.A.
- Expertise in defining customer needs, working with stakeholders and teams for managing a Warehouse Area of 55000 Sq Ft across the region.
- Liaising with key business partners for developing the network & infrastructure across FM/MM/LM with Arzoo Express.
- Proven experience in various modules of supply chain solutions to Attempt R.T.V.s and R.T.O.s to be maintained as per T.A.T.
- Handling 700+ Orders in a week and an inventory of 25000 SKUs of L.A., S.H.A. & K.A. across four sites.
- Reducing the Target C.P.K. from 10 to 3 INR by reducing the total number of trucks and increasing vehicle utilization increased from 80 to 95 percent. Direct impact on the cost
- Dynamic in terms of innovative thoughts and best designs contribute towards identifying technical risks and finding alternate solutions to various problems.

### **Dec'21 – May'22: Flipkart – P&L as Zonal Head - North**

- Built long-term relationships with suppliers, defined procurement strategies, and drove process improvement initiatives to reduce operational costs while handling close to a 2.5 Lakh Area of Warehouse space.
- Conducted supply chain planning, oversaw distribution and lean operations, supported product development activities, and managed suppliers

- Handled O.B. of 35 Lakhs shipments/month over India and I.B. of 10 Lakhs shipments/month into North.
- Created collaborative strategies among Supply, Inventory, and Demand Planning to maximize inventory availability

### **Jun'21 – Aug'21: Sriven Corporation (P&G Distributor) as Supply Chain Head – Telangana**

- Managed and led purchasing, production planning, warehouse, inventory control, receiving, and outsourcing personnel for fiscal target of 1000 Cr in 21-22 across all chains.
- Headed a team of 24 Branch Managers, 2 Service Managers, 2 Distribution Executives, Distribution Officers and Associates. Entire team would be of 250 members.
- Handled 1.5 Lac Area Sq Ft of Warehousing Space by assessing market sales, requirement in GT, MT and E-Commerce trades and plan the operations/distribution to meet the customer needs.
- Maintained CFR (Case Fill Rate) at more than 90 percent and a daily inventory of 34 Cr.

### **Aug'15 – May'21: Amazon Transportation Services Pvt. Ltd. (ATSPL) as Linehaul Manager - East Region**

- Headed a team of 60 including Team Leads, Supervisors, Process Associates & Associates
- Handled 10, 000 Sq. Ft delivery station and delivered 7500 packages within the heart of Kolkata.
- Spearheaded daily outbound volume of around 7 tons across 4 airlines in 13 lanes and managed inbound volume of 6 tons from major metros and retrieval within a set cut-off at CCU

### **Oct'14 – Aug'15: Future Supply Chain Solutions, Mumbai, as Sr. Operations Executive**

- Part of the 'Centre of Excellence' and Sales & Ops planning team in the Express Business
- Coordinated with customers and explained the products to give the best possible solutions for the customer delight

## Additional Information

- Certified Logistics & Supply Chain Professional, VSKILLS, a Joint Venture between Govt. of India & Govt. of Delhi '12
- Certified Automation Engineer, Prolific System & Technologies Pvt. Ltd. Noida, India, 2009
- Other certifications: Document Controller, Delivery Inventory Management, Ramp Controller, Load Expert, V.M.I and SafeAir (Air Transport)

## Previous Experience

- Jul'13 – Oct'14: Safexpress Private Limited, Nagpur / Hyderabad Sr. Operations Executive
- Feb'10 – Mar'11: TCON, Haldia (A Sister Concern of Honeywell Automation India Ltd.) as Resident Project Manager

## Personal Details

DOB: March 24<sup>th</sup>, 1987

Address: Kolkata, India