

# CURRICULUM VITAE

**VIKASH KUMAR**

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## **CAREER OBJECTIVE**

“Dedicated and proactive warehouse and store operations professional with over 4 years of experience managing large-scale inventory, staff, and logistics in tech-driven environments like Blinkit and Milkbasket. Seeking a challenging Store Manager role where I can leverage my operational expertise, leadership skills, and knowledge of supply chain management to drive efficiency, ensure timely fulfillment, and contribute to organizational growth.”

## **WORK EXPERIENCE**

❖ **Store Manager At Blink Commerce Private Limited.** **Aug 2024 To Dec 2025**

### ➤ **Store Operations Management**

- Oversee the end-to-end functioning of the Blinkit dark store (a non-customer-facing fulfillment center)
- Ensure smooth order processing and timely dispatch of customer orders.
- Maintain cleanliness, safety, and operational standards of the store.
- Cash Management

### ➤ **Inventory & Stock Management**

- Monitor stock levels, track product movement, and manage inward/outward inventory.
- Coordinate with vendors and central supply chain teams for timely replenishment.
- Conduct regular stock audits and address stock discrepancies.

### ➤ **Team Management**

- Manage a team of pickers, packers, and support staff.
- Ensure proper shift planning and task allocation.
- Conduct training, performance evaluations, and discipline management.

### ➤ **Order Fulfillment**

- Ensure accurate picking, packing, and dispatch of customer orders.
- Maintain key performance indicators (KPIs) such as order accuracy and fulfillment time.
- Troubleshoot any order-related issues or delays.

### ➤ **Customer Experience (Indirectly)**

- Ensure minimal customer complaints through efficient backend operations
- Liaise with customer support teams to resolve any store-related order concerns.

➤ **Reporting & Coordination**

- Prepare and share daily/weekly reports on store performance, inventory, and staffing.
- Collaborate with area managers, regional heads, and central teams for alignment.

➤ **Compliance & Safety**

- Ensure compliance with company policies and safety standards.
- Handle emergency procedures, including equipment failures or safety issues.

**Key Achievements**

- **Achieved 99% on-time order fulfillment** consistently for high-volume days, managing 3500+ daily orders during peak periods.
- **Reduced order dispatch errors by 30%** through strict implementation of picking & packing audits and team training.
- **Maintained inventory accuracy above 99%** through regular stock audits and proactive discrepancy handling.
- **Led a team of 40+ Express store staff And 120+ Delivery Partners**, improving overall productivity and reducing shift turnover through structured performance reviews and huddle meetings.
- **Successfully implemented process improvements** that decreased average order dispatch time by 12%.
- **Scored 97% in Hygiene & FIFO audits**, ensuring health and safety compliance within Blinkit operational standards.
- **Reduced refund rate to less than 1.5%**, ensuring customer satisfaction through accurate picking and packaging
- Maintained **zero inventory shrinkage** for 6 consecutive months by implementing stricter control and accountability measures.

❖ **Hub Manager (Assistant Manager) At Milk Basket Reliance Retail Ltd (Mohali Punjab)**

- Handled process of PPD (Picking Packing and delivery) Concept *as per SOP*.
- Handled 4500+ Order without late deliveries. **June 2022 to June 2024**
- .Audit of Picking packing and delivery process
- Handled 180+ Staff in milk basket on daily basis.
- Handled milk basket (e-commerce) Operation last Mile and First Mile
- Working towards continuous improvement for serving all customers within the stated service delivery times
- Maintained Adequate stock level in store
- Maintained Floor Standard
- Maintained Stock Inventory
- Maintained Store process
- Daily Huddle for Store and employee performance
- Refund RCA and Action Point
- Manpower availability and Action against defaulters
- Daily ops Report
- Handled inventory of food, non-food, staples, F&V and DFBE articles section
- SLP Assets audit Monthly

## ACHIEVEMENTS

- Handled 4500 orders per day without delay.
- Maintained Milk basket Refund less than 1.5%
- Achieved 97% in hygiene code management FIFO audit
- Achievement in sales
- Responsible to ensure smooth & SOP compliant functioning of (Warehouse) First Mile and Last Mile operations.

### ❖ **Team Leader at Blinkit (Gurgaon)**

**15<sup>th</sup> Jan 2022 To 16<sup>th</sup> June 2022**

- Knowledge Of GRN ,Returns, Inventory Audit, Location Audit, Discrepancies, Billing, Inbound, Outbound, logistics, Inventory Management, Expiry & Near Expiry ,RTO, Roster Management
- Checked prices and calculated totals for accurate invoice processing. Managed inventory team to achieve optimal productivity and inventory control
- Recorded information, shortages and discrepancies to keep records current and accurate.
- Worked with supervisors and team members to understand supply needs and bring levels within desired tolerances
- Knowledge of Grocery Items, Cold ,F&V

### ❖ **Senior Assistant At Blinkit (Gurgaon)**

**14<sup>th</sup> Apr 2021 to 14<sup>th</sup> Jan 2022**

Knowledge:- Billing, inbound outbound Inventory Management, stock management

### ❖ **CSC e-Governance Services India Limited Common service center Patna Bihar Jan 2017 To Mar 2021**

Knowledge: - Aeps, banking related service utility bills payments facilities, online government services (State and Central Government both) pan card making agriculture based online services,

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## EDUCATION

- 2015, Bachelor of Computer Application From RLSY Collage Patna ,Magadh University (Bihar)
- 2012, Higher Secondary Certificate Gorakh Singh Collage Mahrajgang (Bihar)
- 2010, Secondary School Certificate Govt. Boys School Patna City (Bihar)

## ADDITIONAL QUALIFICATION

- TEC Certificate from CSC (Common service center)
- Land Surveyor course (ATEP Welfare Society, Begusarai)
- ITI (Mechanic Diesel) From SCVT With 84%

## COMPUTER PROFICIENCY

- Operating Systems Window 98, xp, 7 and 10.
- MS Office Word, Excel, Power Point
- *Very adept & comfortable with computers, and Its application Installation of all type of Software's (Application)*
- *OS Installation: Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10.*
- *Assembling, Hardware Up gradation, troubleshooting.*
- *Windows maintenance, Dual booting, Upgrade & Update the windows.*
- *Disk Management, Partitions.*

## **SKILLS**

- Leadership skills

Successfully managed two teams and organized training programs for all team members to ensure that everyone was confident in their new role

- Excellent Communication Skills

Responsible for facilitating informational workshops for staff members and mediated any conflict in the workplace

- People skills

Always find it easy to connect with almost anyone, and know how to empathize with others in an appropriate way

## **PERSONAL DETAILS**

Father's Name	:	Late Dilip Prasad
Date of Birth	:	13/11/1994
Marital Status	:	Married
Nationality	:	Indian
Gender	:	Male
Languages	:	English & Hindi
Permanent Address	:	Vill- Kothiya, Post Kothiya, P.S- Deedarganj, Patna 800009

I hereby declare that above information is true to the best of my knowledge and belief.

Place \_\_\_\_\_

Date \_\_\_\_\_

**(Vikash Kumar)**