**SUMAN PAL**

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**MANAGER - SUPPLY CHAIN OPERATIONS & LINEHAUL**

**FUNCTIONAL EXPERTISE**

▪ Surface & Air Logistics ▪ Facility Management ▪ Vendor Management ▪ Team Management ▪ Cost Optimization

**EXECUTIVE SUMMARY**

*MBA (Indian Institute of Logistics), achievement-oriented and Award-Winning Supply Chain Management professional with 8 years of rich multi-faceted experience with leading Global & Indian logistics & transportation organizations. Proven expertise in leading large teams and heading SCM, Logistics & Transportation operations at Regional Levels. Launched the Amazon Hub in Guwahati and further expanded Air & Surface Network and Premium Services across all 7 states by multimodal transportation. Further expanded operations in North East from 2 to 14 delivery stations, air routes from zero to 13 cities across India and road routes to most cities of India. Received the Star Performer Award for reducing the outbound air transportation costs*.

**PROFESSIONAL SUMMARY**

* Planning, implementing & monitoring overall supply chain strategy for maximum efficiency and productivity
* Heading inbound / outbound logistics whilst ensuring compliance with deadlines
* Excellence in directing Logistics functions including cargo planning, storage, distribution, & customer support; Transportation & Distribution for large-scale cargo movement within budgeted costs across warehouses, C&Fs and distributors; adroit in managing line haul & air haul management
* Resourceful in negotiating with vendors / suppliers (transporters, shipping lines, service providers) on price, delivery schedules and other terms; following-up on orders from time of inquiry till final delivery
* Extensive experience in transportation operations and S&OP processes development, daily planning of shipments / cargo movement; in-depth knowledge of VAT permits and statutory documents required across the country for inward & outward movement of a shipment
* Hands-on experience in Inventory Control, Lifecycle of a package, Transshipment process & refining post-delivery processes and Maintenance of 5S & 4M requirements at the facility
* Skilled in streamlining the system in terms of Manpower & Process Management
* Directing efficient warehouse operations and personnel
* Attained cost savings through re-routing, inventory control, vendor development, value engineering & resource optimization
* Effective communicator with proven talent in leading & coordinating with global cross-functional teams to ensure optimum performance
* Awarded:
* Conferred with Rock Star Award in 2018 from Amazon for MM and led network improvement and design
* Received the Star Performer Award for reducing the outbound air transportation costs

**CORE PROFESSIONAL SKILLS & FUNCTIONAL COMPETENCIES**

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| --- | --- | --- |
| * Supply Chain Management
 | * Inventory Management
 | * Reporting & Documentation
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| * Surface & Air Network Planning
 | * Planning & Implementation
 | * Price Negotiations
 |
| * Stakeholder Management
 | * Process Improvements
 | * Vendor Management
 |
| * Resource supply Mobilization
 | * Audit & Compliances
 | * Team Building & Leadership
 |
| * Logistics / Transport Operations
 | * Vehicle & Route Planning
 | * Logistics/Transport Operations
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| * Warehousing Management
 | * Cost Optimization/Control
 | * Facility Management
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**CAREER SNAPSHOT**

Amazon Transportation Services Pvt. Ltd., (ATSPL) Linehaul Manager - East Region Sep 2015 - present

Future Supply Chain Solutions, Mumbai Sr. Operations Executive, Oct 2014 - Aug 2015

Safexpress Private Limited, Nagpur / Hyderabad Sr. Operations Executive Jul 2013 – Oct 2014

TCON, Haldia (A Sister Concern of Honeywell Automation India Ltd.) Resident Project Manager Feb 2010 – Mar 2011

**PROFESSIONAL EXPERIENCE**

**Amazon Transportation Services Pvt. Ltd., (ATSPL) Linehaul Manager - East Region Sep 2015 - present**

(Linehaul Manager August 2017 – Present, Team Lead August 2015 - August 2017)

Key Result Areas

* Heading a team of 60 including Team Leads, Supervisors, Process Associates & Associates
* Spearheading daily outbound volume of around 7 tons across 4 airlines in 13 lanes and managing inbound volume of 6 tons from major metros and retrieval within a set cut-off at CCU
* Off-load Planning: Planning for offloads in secondary flights or via flights to avoid customer impacts
* Security Offloads: Conducting weekly reviews with Airlines Security teams for packages under hazardous classification
* Ensuring weekly space confirmation with Airlines basis forecast, space and cost negotiation
* Keeping the CPK of the origin below the target CPK and at par with the National CPK
* Ensuring the weighment process at airport is correct and no leakages in revenue, following proper SJIs while volumetric measurement of bags
* Performing weekly reviews with all airlines and air agents on their performances and the areas of improvements
* Dispatching, routing, and tracking transportation vehicles for airhaul / linehaul loads & clearing CPTs
* Vehicle & Route Planning; manpower recruitment during peak seasons
* Executing schedule, policy changes; liaising with other managers and staff members for implementing policies, goals, and objectives
* Network Expansion for premium movements
* Developing safety procedures; ensuring safe movement of shipments and shipping documents are properly prepared
* In-charge of personnel activities and schedules, ensuring shipment coordination and routing
* Leading logistics operations, establishing quality & quantity limits for effective inventory control and reducing wastages
* Managing & developing operational procedures and performing RCA / CAPA wherever customer satisfaction was not met
* Generating MIS reports of inward/ outward logistics to appraise top management & users of the routine inventory management activities
* Regulating the maintenance of 5S & 4M requirements at the facility and ensuring strict compliance on the company SOPs
* Investigating (along with government agencies) the causes of transportation accidents and for improving safety procedures

Achievements

* Expanded new air & surface networks in East & North East connecting major locations in India from CCU
* Launched
* Premium services in locations like North Bengal, Silchar, Meghalaya, Manipur and Agartala
* Amazon in Guwahati and further expansion of business, Air & Surface Network Expansion in East, Premium Services across all 7 states by multimodal transportation
* Improved the POD to Cash process and delivery process in Rajasthan
* Developed:
* Multimodal transportation models to serve premium services in locations where air network was not available, used model to reduce the cost without impacting customer promises
* Sort Center in Guwahati and significant role in developing North East Operations of Amazon
* Local Milk Run and Co-loader network along with the schedule
* Successfully cross docked 45000 packages at the Pune Sort centre with 65 Associates during the Diwali peak without any CPT miss
* Ensured Premium Shipments were delivered on time to the customers
* Managed 240 tons of outbound volumes in Diwali 2019 Ex CCU despite infra challenges (as AAI Operated) and Durga Puja restrictions
* Implemented a proper system in C Return shipments giving better visibility on the count of shipments returned to the Fulfilment Centre

**Future Supply Chain Solutions, Mumbai Sr. Operations Executive, Oct 2014 - Aug 2015**

Highlights

* Part of the ‘Centre of Excellence’ team in Future Supply Chain Solutions’ in the Express Business
* Managed all India operational procedures involved in inventory control (damages, shortages), transhipment and refining post-delivery processes
* Coordinated for various permits & documents required for smooth movement in country; mapped customers in transport management system
* Pivotal role in cost & routing optimization in Rajasthan by involving a Co-Loader in the Last Mile Delivery

**Safexpress Private Limited, Nagpur / Hyderabad Sr. Operations Executive Jul 2013 – Oct 2014**

Highlights: Led total transshipment of consignments from booking to delivery (including documentation and audit). Learnt inbound, outbound, sortation, palletization, various state level permits and docs, transit passes that were required. Handled entire Hub operations comprising of close to 80-85 longhaul departures and arrivals. Managed over 20000 tons of transshipment in March 2014.

**TCON, Haldia (A Sister Concern of Honeywell Automation India Ltd.) Resident Project Manager Feb 2010 – Mar 2011**

**COURSE / SEMINAR ATTENDED**

* Attended a seminar on PSoCs (Programmable System-on-Chip) conducted by Cypress Technologies, Anna University, Chennai, Tamil Nadu

**INTERNSHIP**

Organization: DHL Supply Chain in Mumbai, (Healthcare Project with Pfizer)

Period: Jan’12-Mar’12

**CERTIFICATIONS**

* Certified Logistics & Supply Chain Professional from VSKILLS, India a Joint Venture between Govt. of India and Govt. of Delhi in 2012
* Certified Automation Engineer from Prolific System & Technologies Pvt. Ltd. Noida, India in 2009
* Other certifications: Document Controller, Delivery Inventory Management, Ramp Controller, Load Expert, V.M.I and SafeAir (Air Transport)

**ACADEMIC PROJECTS**

MBA Project

Title: A Study of the Problems in Procurement & Logistics

Organization: TRP Logistics Limited, Chennai

Engineering Project

Title: Tele Operated Robot via GPRS

Organization: Hyundai Motors India Limited

**EDUCATION / ACADEMIC QUALIFICATIONS**

* MBA from the Indian Institute of Logistics, Chennai in Logistics and Shipping Management in 2013
* B.E. (Electronics & Communication Engineering) from Hindustan College of Engineering, Anna University, Chennai, India in 2009

Additional Qualification

* Completed Certified Engineering Course from Prolific System & Technologies Pvt. Ltd., Noida

**EXTRA CURRICULAR ACTIVITIES**

* College Symposium In-Charge (2007 & 2008)
* Member of School and College Cricket and Football Teams

**PERSONAL DETAILS**

Date of Birth: 24th March 1987 Languages Known: English, Hindi and Bengali

Marital Status: Married Nationality: Indian