

Ayush Sahay

Bengaluru, 8123764986, ayushsahay22@gmail.com

PROFESSIONAL SUMMARY Adaptable professional with over 6+ years of experience and proven knowledge of accelerated growth, Cost avoidance, P&L management, Team management, Account management and Efficient Operations management, aiming to leverage my skills for the operations position in your company

EXPERIENCE HISTORY

Apr 2023 — Present

Manager - Operations Excellence, Meesho

Bengaluru

- Led a team of Key Account Managers, overseeing individual accounts of a 3rd-party logistics vendor, ensuring effective communication, and streamlined operations for each client.
- Spearheaded Pan India last-mile operations through a robust 3PL network, optimizing delivery efficiency and minimizing transit times.
- Diligently monitored key metrics such as FAD (First Attempt Delivery), RTO (Return to Origin), OFD (On-time First Delivery), RAD (Re-Attempt Delivery), Speed, Breach, and I/o (Incidents/Order) on a daily basis. Initiated timely escalations and Root Cause Analyses (RCAs) in weekly business reviews (WBRs) and war rooms, providing actionable insights to upper management for informed decision-making.
- Effectively managed an average daily shipment load of 35 lakh, with a peak of 70 lakh during the peak season, ensuring scalability and adaptability to fluctuating demand.
- Increased the average FAD from 75% to 77.4% BAU and RTO from 20.5 to 19% BAU
- Effectively conducted timely meetings with all the team members and other stakeholders, to identify any blockers and ensure smooth flow of the projects.
- Managed Meesho's blockbuster sale, achieving remarkable results with a record 81% First Attempt Delivery (FAD) from an average of 76% BAU and maintaining the lowest Return to Origin (RTO) at 17.3% from an average of 19% showcasing a keen focus on customer satisfaction.
- Worked on 2 different projects along with other stakeholders to bring down UNVC(Unverified cancellations) and I/O(Incidents per order) from initiation to coordinating with 3PI partners and internal team members.
- Conducted on-site visits to sorting centers across major locations in the country, ensuring the smooth flow of operations and addressing any bottlenecks during peak seasons.
- Supervised a team of around 35 3rd-party employees, proactively managing and resolving daily escalations related to last-mile deliveries, fostering a collaborative and solution-oriented work environment.

Feb 2022 — Apr 2023

Project Lead, PharmEasy

Lucknow

- Lead and conducted in depth analysis of business performance versus business goals.
- Drove project operations for 3 states, and launched the business from scratch in two of them, and raised the revenue to upwards of 10L in two months in the new cities and raised the GMV by 150% in Lucknow.
- Onboarded, more than 50 stores with a MoM growth rate of 500%
- Managed a team of around 40 people, including Ops managers, Audit Managers, Trainers and 100+ pharmacists to achieve the business goals effectively
- Coordinated with different stakeholders of cross functional teams eg, procurement, Infra to drive all the projects.
- Achieved the KPI by 95% highest among the regions, which includes demand forecasts, Inventory Sales ratio to below 1, Fill rate % and managed minimum credit at stores.
- Made the city profitable by 5% within a span of 4 months, and achieved the GMV target by 102%
- Handled 3 verticals, and build a network of doctors, across cities to scale the projects of Thyrocare and PharmEasy
- Added value to the doctor's clinic space by setting up in-house dispensaries, thereby creating revenue for the doctor as well as the company
- Trained a team of Ops Managers, and Audit Managers for essential growth of the team and the business
- Maintained relationship with officials from government bodies for smooth flow of the business

Mar 2021 — Feb 2022

Cluster Head - New projects, Ninjacart

Punjab

- Managing the PnL of multiple new cities for the vertical.
- Making trade calls for all the sales in the city, managing the city team for sales closure.
- Forecasting the rates in the market, to benchmark the procurement call.
- Collecting market intelligence data based on the arrivals and the prices to predict any fluctuations.
- Setting up a procurement team in Rajasthan within a week, to supply onions to 3 cities, around 30 Tons per day.
- Scaled the sales from around 150 Tons to a 1000 Tons on a monthly basis.
- Working in close coordination with procurement, to procure the correct specification of a load for a respective city.
- Building relationship with the vendors for sales

- Manage the finances for all the cities, maintained the cash flow.
- Launched multiple new cities, set up a team and started the operations.

Aug 2019 — Feb 2021

AVP - Business Ops, Chapterfoods

New Delhi

- Handling complete backend operations of the company, manage backend of the Pos software for every listing ~40+. From addition, removal and changes in any new listing, doing it manually or with close coordination of the Pos team like RISTA or Urban Piper
- Co-founded and launched new vertical for the company during COVID time period within a month of ideation and start bringing in revenues
- Work on unit economics to increase sales and margins and launch new products and collate and maintain accurate sales data to forecast future sales analyze P&L and launch new products accordingly.
- Launch and expand from 14 kitchen partners to 45 and from 3 to 5 cities,
- Launched 4 new in-house brands and led price revision which helped increasing bottom line by 10%

Jul 2017 — Apr 2019

Assistant Manager - Operations, Shadowfax

Bangalore

- Managing a team of Team Leads, and Ops associates & confer with logistics management teams, to determine ways to optimize service levels, maintain supply chain efficiency & transportation Coordinating with numerous vendors for vehicle fulfillment in multiple contracts.
- Launched Milkbasket's contract in Bangalore, with 7 vehicles in night operations and scaled it up to 15
- Deployed 130+ vehicles for clients like Myntra, Gati and Flipkart and Amazon and Increased the average profitability of clients from 1.5 to 5%
- Managing vehicle deployment, Preparing MIS, identify anomalies in the revenue and workforce management trend Maintaining logistics records for multiple clients in accordance to the corporate policies. Starting operations for clients in new cities and streamlining them

EDUCATION

Jul 2013 — Jun 2017

BE, Dayananda Sagar College of Engineering

Bangalore

SKILLS

- | | |
|----------------------|-----------------------|
| P&L Analysis | Operations Management |
| Business Analysis | Quality assurance |
| Account Management | Supply chain |
| Logistics Management | Team management |
| Advanced Excel | Transportation |
| MIS | |

LANGUAGES

- | | | | |
|-------|----------------|---------|----------------|
| Hindi | Native speaker | English | Native speaker |
|-------|----------------|---------|----------------|