

Rajiv Saxena

Operations Manager

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PROFESSIONAL SUMMARY

Operations manager with 13 years in logistics and e-commerce fulfilment, currently running a regional network of four warehouses and 22 delivery hubs. Leads 600 people through supervisors and vendors, owns the operating budget and drives productivity, cost per shipment and on-time delivery. Strong in lean methods, workforce planning and building simple, daily review routines.

SKILLS

Multi-site operations · Warehouse and last-mile delivery · Budget and cost control · Workforce planning · Lean and Six Sigma · Vendor and 3PL management · KPI dashboards · Safety and compliance · Peak season planning · People leadership

EXPERIENCE

Regional Operations Manager — E-commerce logistics company, Lucknow

5 years · current

- Run four fulfilment warehouses and 22 last-mile hubs across central and eastern Uttar Pradesh.
- Lowered cost per shipment by redesigning hub routes and moving sorting to two central nodes.
- Plan staffing and vendor capacity for festive sale peaks, keeping on-time delivery within target during the busiest weeks.
- Set up daily tier meetings at every site with a common KPI board for productivity, backlogs and safety.
- Manage the regional operating budget and present monthly reviews to the zonal head.

Operations Manager — Third-party logistics provider, Kanpur

5 years

- Ran a 200,000 sq ft warehouse for consumer goods clients with 180 staff across shifts.
- Cut inventory mismatches through cycle counting and better bin labelling.
- Renewed two major client contracts after improving service levels and reporting.

Assistant Manager, Operations — Express courier company, Lucknow

3 years

- Managed hub operations for inbound and outbound shipments, including manpower and vehicle scheduling.
- Reduced misroutes by introducing scan checks before vehicle loading.

EDUCATION

MBA in Operations Management — University institute of management, Lucknow

B.Tech in Industrial Engineering — Engineering college affiliated to a state technical university, Kanpur

CERTIFICATIONS AND REGISTRATIONS

- Lean Six Sigma Green Belt
- Certified Supply Chain Professional coursework
- Fire and safety awareness for warehouses, short course

PROJECTS

- Central sorting nodes — consolidated sorting from many hubs into two nodes with clear cut-off times
- Supervisor development programme — monthly training for 30 shift supervisors on people handling and KPIs

LANGUAGES

Hindi · English · Urdu