

BIPIN KUMAR

Senior Manager – FTL Transportation

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PROFESSIONAL SUMMARY

Results-oriented logistics professional with 13+ years of comprehensive experience in FTL transportation, CRM/KAM, and warehouse operations. Proven success in managing PAN-India logistics networks, optimizing transportation and warehousing efficiencies, leading high-performing teams, and supporting business growth. Adept in SLA/KPI delivery, client relationship management, and operational excellence.

CORE COMPETENCIES

- FTL Transportation (Primary & Secondary)
- New Vendor Onboarding & Contract Management
- 3PL Warehousing & RDC/Hub Operations Support
- Client Relationship Management (CRM/KAM)

PROFESSIONAL EXPERIENCE

- **Ritco Logistics Ltd – Sr. Manager – Transportation (Sep 2024 – Present)**
 - Managing & Support Branch Team for PAN-India primary and secondary FTL transportation.
 - Leading RFQ processes, supporting commercial activities.

- **Movemate Logistics Pvt. Ltd – Sr. Manager – Transportation (Sep 2023 – July 2024)**
 - Handled nationwide transportation operations and commercial activities.
 - Led initiatives for business development and profitability.

- **Supreme Logistics Solution Pvt. Ltd – Logistics Operations Manager (KAM) (Feb 2019 – Mar 2023)**
 - Managed logistics for key clients like KAFF, Mitsubishi, Cruise, and Cuckoo.
 - Oversaw 3PL services, transportation, and credit control from Delhi HQ.

- **Express Roadways Pvt. Ltd – Key Accounts Manager (July 2016 – Feb 2019)**
 - Managed hub and RDC operations (Pan India) for ExxonMobil.

- **Axpress Logistics India Pvt. Ltd – Assistant to National Head – Operations (Jan 2012 – June 2016)**
- Lead warehousing Team and premium client operations (e.g., IFB Automotive) in Gurgaon.

KEY RESPONSIBILITIES

- ❖ Managed FTL transportation, vendor onboarding, and warehouse operations.
- ❖ Acted as the central point of contact between clients and internal teams.
- ❖ Oversaw logistics planning, operations reporting, and team mentoring.
- ❖ Ensured timely payment collections and credit control support across regions.
- ❖ Handled all operational reports required by top leadership.

ADDITIONAL SKILLS

- ❖ Strong team leadership managing 25+ staff across operations and sales.
- ❖ Deep CRM/KAM expertise with quick adaptability to technical/logistics challenges.
- ❖ Expertise in root cause analysis, customer grievance resolution, and performance reviews.
- ❖ Developed and executed strategies aligned with cost control and service excellence.

EDUCATION

B.A. – L.N.M.U, DBG (2006–09) – 51%

12th – B.I.E.C (2004–06) – 53%

10th – B.S.E.B (2002–03) – 49%

TECHNICAL SKILLS

- Proficient in MS Office, ERP Systems, WMS, and Advanced Excel
- Familiar with logistics and transport-specific software.

PERSONAL DETAILS

- ✚ Date of Birth: 21 April 1987
- ✚ Marital Status: Married
- ✚ Current CTC: ₹8.00 LPA
- ✚ Expected CTC: Negotiable
- ✚ Preferred Location: Delhi NCR / Gurgaon

DECLARATION

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

Place: Delhi / NCR

Signature: (Bipin Kumar)