


CURRICULUM VITAE

ASHISH JHA

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: 9873517092

PROFESSIONAL SUMMARY :

- Operations & Customer Service professional with **7+ years of experience** in Transport Operations, Fleet Management and **Warehouse Operations across Reliance Digital, Reliance Retail and Hopfirst projects**. Proven **Team Leader** with hands-on expertise in vehicle planning, TAT management, MIS reporting, billing coordination and customer escalations. Known for improving delivery efficiency, cost control and operational accuracy while managing multi-city operations.
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PROFESSIONAL EXPERIENCE :

- **Team Leader** – Transport Operations & Customer Service for Hopfirst Infocomm Pvt. Ltd. On behalf of Testudo Service LLP | **Mar 2023 – Dec 2025**.
- **Warehouse In-Charge** – Reliance Digital Project on behalf of Yag Logistics Pvt Ltd. | **Oct 2021 – Nov 2022**.
- **Supervisor** – Warehouse & Delivery Operations for Reliance Digital Project on behalf of Mahavir Transport Company | **Oct 2019 – Sep 2021**.

KEY RESPONSIBILITIES :

- Managed end-to-end transport operations and customer service activities across multiple projects.
- Planned vehicle deployment and route optimization to avoid duplicate routes and ensure faster deliveries.
- Monitored real-time vehicle movement through GPS and coordinated with transporters for smooth execution.
- Supervised loading/unloading activities and ensured compliance with safety and operational SOPs.
- Verified inbound and outbound vehicles as per PO, invoice, quantity and damage checks.
- Handled customer escalations, vehicle breakdowns and field-level operational challenges to meet TAT & SLA.
- Coordinated with delivery staff, warehouse teams, store teams and field executives.
- Managed RTOs (Return Sales Orders) and priority pickups.
- Verified PODs, resolved discrepancies and coordinated transporter billing and invoice submission.
- Prepared and shared daily MIS, dispatch status and operational closing reports with managements.

ACHIEVEMENTS :

- Delivered 95%+ on-time delivery performance through effective route planning and monitoring.
- Successfully handled high-volume daily dispatches for Reliance and Hopfirst projects.
- Reduced operational delays by proactive escalation handling and alternate vehicle arrangements.
- Maintained smooth warehouse and transport operations during peak workloads.
- Strengthened coordination between operations, customers and transport partners.
- Ensured consistent SLA adherence across transport and warehouse operations.

KEY SKILLS :

- Transport & Fleet Operations
- Warehouse & Distribution Management
- Team Leadership & Workforce Handling
- Customer Service & Escalation Management
- Route Planning & Vehicle Placement
- TAT & SLA Management
- MIS & Reporting (Excel, Google Sheets, Company Software)
- Billing, POD Verification & Documentation
- Vendor & Transporter Coordination

EDUCATION :

- Intermediate (Arts) – CBSE
- Matriculation – CBSE

PERSONAL DETAILS :

Name: Ashish Jha

Date of Birth: 10/06/1999

Languages: Hindi, English, Maithili

Location: New Delhi, India