

# CHANDRA PRAKASH PANDEY

Ghazipur, Uttar Pradesh (Permanent) | Mirzapur, Uttar Pradesh (Current)  
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## PROFESSIONAL TITLE

Logistics & Supply Chain Manager | Fleet Management | Transportation & Last-Mile Delivery | 3PL Operations

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## PROFESSIONAL SUMMARY

Logistics, Supply Chain & Operations professional with 9+ years of experience in **last-mile delivery, transportation management, fleet operations, and 3PL services**. Currently leading Emergency Medical Services (EMS – 108 Ambulance Operations), managing 250+ staff and a fleet of 62+ vehicles.

Skilled in **route planning, dispatch coordination, demand forecasting, KPI monitoring, SLA management, and operational efficiency improvement**. Proven ability to enhance service performance, reduce response time, and improve fleet utilization through structured execution and data-based decision-making.

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## KEY ACHIEVEMENTS

- Improved **fleet utilization by 12–18%** through better deployment planning and monitoring
  - Reduced **response time by 10–15%** via route optimization and dispatch coordination
  - Increased **operational efficiency by ~15%** through process improvements and KPI tracking
  - Managed **250+ workforce**, ensuring high SLA compliance and service reliability
  - Strengthened **on-time performance and emergency service delivery**
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# CORE SKILLS

## Operations & Logistics

Last-Mile Delivery, Transportation Management, Fleet Management, Distribution Operations, Hub Operations

## Planning & Optimization

Route Optimization, Dispatch Planning, Demand Forecasting, Capacity Planning, Resource Allocation

## Performance & Analytics

KPI Monitoring, SLA Management, Cost Optimization, Operational Efficiency, MIS Reporting, Data Analysis

## Systems & Tools

TMS (Transportation Management System), Oracle, GPS Tracking Systems

## Leadership & Coordination

Team Leadership (250+ Staff), Workforce Management, Vendor Coordination, 3PL Operations

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# PROFESSIONAL EXPERIENCE

## Program Manager – EMS (108 Ambulance Operations)

GVK EMRI Health Services | May 2025 – Present

- Managing **last-mile emergency response operations** with 250+ staff (Pilots & EMTs)
  - Overseeing **fleet deployment and operations** of 62+ emergency vehicles for optimal coverage
  - Improved fleet utilization by **12–18%** through better planning and real-time monitoring
  - Reduced response time by **10–15%** through route planning and dispatch coordination
  - Ensuring **SLA compliance, KPI tracking, and operational performance standards**
  - Driving efficiency through continuous monitoring and process improvements
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## Senior Executive – Logistics & Supply Chain

Safexpress Pvt. Ltd. | June 2019 – May 2025

- Managed **last-mile delivery and transportation operations** across multiple locations
  - Improved **on-time delivery performance by 12–18%** through route planning and execution control
  - Reduced delivery delays by ~10% via process improvements and coordination
  - Handled **3PL operations, vendor management, and shipment coordination**
  - Developed MIS reports and dashboards for operational decision-making
  - Supported cost optimization and service level improvement initiatives
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## Coordinator – Operations & Logistics

OM Logistics Ltd. | Oct 2015 – Apr 2019

- Coordinated **dispatch, hub operations, and transportation activities**
  - Reduced **turnaround time (TAT) by 8–12%** through better planning
  - Improved shipment accuracy and documentation processes
  - Supported warehouse and distribution operations
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## TECHNICAL SKILLS

- MS Excel (MIS Reporting, Data Analysis, Basic Dashboards, Pivot Tables Exposure)
  - Transportation Management System (TMS), Oracle
  - GPS Tracking & Logistics Monitoring Tools
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## EDUCATION

- MBA – Uttar Pradesh Technical University, 2014
- Bachelor's Degree – Veer Bahadur Singh Purvanchal University, 2012