

MANISHA TILEKAR

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SUMMARY

Dynamic and results-driven professional with extensive experience in operations management, inventory control, supply chain optimization, warehouse operations, and logistics planning. Proven expertise in managing end-to-end warehouse processes, streamlining supply chain operations, and ensuring seamless inventory control. Adept at leveraging ERP and CRM systems to improve operational efficiency, enhance customer satisfaction, and achieve organizational goals.

PROFESSIONAL EXPERIENCE

Store Manager - Operations

K12 Techno Services Pvt Ltd

Feb 2023 – Aug 2024 (1 year 6 months)

- Managed inventory control and optimized stock levels using ERP systems for efficient warehouse operations.
- Prepared detailed inventory and warehouse reports, ensuring cost reduction, accuracy and data integrity.
- Oversaw courier handling, warehouse coordination, and communication with stakeholders.
- Enhanced customer satisfaction by 25% through prompt CRM query resolution.
- Streamlined warehouse logistics and implemented processes for effective stock management.
- Reduced inventory discrepancies by 15% through ERP-driven stock audits.

Store Manager - Operations

FreshVnF Ideas Pvt Ltd

Jan 2022 – Aug 2022 (8 months)

- Directed warehouse operations, maintaining 99% stock accuracy, including coordination of incoming/outgoing stock, deliveries, and logistics planning.
 - Supervised end-to-end warehouse management, covering inbound, inventory control, and outbound logistics.
 - Conducted regular stock audits to maintain accurate warehouse inventory levels.
 - Prepared and analyzed weekly/monthly reports for warehouse performance and decision-making.
 - Performed benchmarking and competitor analysis to enhance strategies.
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EDUCATION

Master of Business Administration (MBA)

Savitribai Phule Pune University

Nov 2020 – Nov 2022

- **Specialization:** Operations and Supply Chain Management
- **Key Coursework:** Supply Chain Analytics, Logistics Optimization, ERP Systems, Operations Strategy
- **Thesis:** "Operations and Supply Chain Management of Fraazo in Pune City" – Focused on streamlining inventory and logistics workflows.
- **Achievements:** Consistently ranked in the top 5% of the class; achieved 9.0 SGPA.

Bachelor of Science in Agri Biotechnology

Dr. Balasaheb Sawant Konkan Krushi Vidyapeeth, Ratnagiri

Aug 2016 – May 2020

- Focus on Agriculture and Biotechnology with practical applications.
- Achieved: 8.23 CGPA

Higher Secondary Certificate (HSC)

Maharashtra State Board, Pune

Apr 2015 – May 2016

- Scored: 74.62%

Secondary School Certificate (SSC)

Maharashtra State Board, Pune

Apr 2013 – May 2014

- Scored: 89.00%

CERTIFICATIONS

1. **MS Excel (2021)**
 - Advanced skills in VLOOKUP, HLOOKUP, Pivot Tables, and Data Analysis.
 - Proficient in creating spreadsheets for warehouse and inventory planning.
2. **Supply Chain and Logistics Management in Agriculture and Food Industry (2021)**
 - Expertise in optimizing supply chain logistics and improving warehouse efficiency.
3. **Production, Planning, and Control in Agriculture and Food Industry (2021)**
 - Skilled in managing warehouse schedules, resources, and inventory quality assurance.
4. **Quality Assurance and Control Management in Agriculture and Food Industry (2021)**
 - Proficient in ensuring compliance with safety and quality standards in warehouse operations.

TECHNICAL SKILLS

- **ERP Handling:** Proficient in managing stock and warehouse operations using advanced tools.
 - **Warehouse Management:** Expertise in inbound, outbound, and inventory control processes.
 - **Supply Chain Operations:** Skilled in optimizing end-to-end supply chain workflows.
 - **MS Excel:** Advanced skills in VLOOKUP, Pivot Tables, Macros, and Data Analysis for warehouse performance reporting.
 - **Logistics Management:** Experienced in coordinating deliveries, courier handling, and warehouse logistics.
 - **CRM Tools:** Experienced in managing customer interactions and operational support using Zoho CRM..
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LANGUAGES

- **English** (Fluent)
- **Hindi** (Fluent)
- **Marathi** (Fluent)