

# Shobhi Singh

## Senior Team Leader

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📅 13th September 1997    🇮🇳 Indian

### Profile

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Results-driven professional with nearly 4 years of experience in hub operations and partner management, seeking a position where I can deliver high-impact results through operational improvements and stakeholder engagement.

### Professional Experience

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#### Senior Team Leader, Flipkart

01/2025 – present  
Lucknow, India

- Managed daily hub operations, ensuring timely opening and closing in compliance with Flipkart's operational standards.
- Supervised sorters during shipment receiving, ensuring accurate sorting and dispatching process.
- Planned and allocated shipments efficiently for bike and van deliveries based on available resources.
- Trained team members on operational protocols and safety guidelines, fostering a culture of continuous improvement.
- Monitored key performance indicators (KPIs) to maintain operational efficiency and cost-effectiveness.
- Collaborated with cross-functional teams to address operational challenges and implement process improvements.
- Reduced delivery turnaround time by 15% through optimized route planning.
- Improved shipment accuracy by 20% by implementing a double-check system during sorting.

#### Partner Account Manager, Flipkart

08/2024 – 01/2025  
Varanasi, India

- Managed day-to-day operations across ODH and MDH, ensuring SLA adherence, cost control, and productivity.
- Acted as the primary liaison between Flipkart and 3PL (Third-Party Logistics) partners, fostering strong relationships to ensure seamless operations.
- Drove key performance indicators (KPIs) such as On-Time Delivery, RTO (Return to Origin) reduction, and customer satisfaction scores.
- Conducted weekly and monthly business reviews with partners to align on goals, identify challenges, and implement corrective action plans.
- Monitored manpower planning, route optimization, and hub infrastructure to maximize operational efficiency.
- Collaborated with internal teams (Planning, Transportation, Compliance, Finance) to ensure end-to-end operational excellence.
- Implemented SOPs and conducted audits to ensure compliance with safety and operational guidelines.
- Leveraged data analytics to track hub performance, identify trends, and execute continuous improvement strategies.
- Improved delivery efficiency by 20% across MDHs through strategic partner engagement and route planning.

- Reduced RTO by 15% by optimizing address quality checks and delivery follow-up processes.
- Successfully scaled hub operations during peak festive seasons, maintaining service-level targets across regions.

**Transportation Analyst, Amazon**

07/2021 – 08/2024

Lucknow, India

- Performed detailed manual audits and multimedia analysis, consistently resolved exceptions and ensuring adherence to SOPs and SLAs.
- Leveraged data analysis to identify process improvements, contributing to team growth and exceeding performance metrics for productivity and quality.
- Demonstrated strong problem-solving, communication, and collaboration skills in a fast-paced, global environment, adapting to diverse program requirements.

**Skills**

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| 1) Operations Management                                | 2) Leadership and Team Management                    |
| 3) Performance management                               | 4) Customer Coordination and Relationship management |
| 5) Customer Escalation Handling and conflict resolution | 6) Project Management and implementation             |
| 7) MS Excel   | 8) Operational Excellence and Efficiency             |

**Education**

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**Btech, Civil Engineering, Inderprastha Engineering College**

06/2015 – 06/2019

Lucknow, India