ADITYA KUMAR

Operations and Inventory Manager | Open to: Operations Manager (D2C), Inventory Head
Chandigarh, India (Open to Relocate) | +91 77196 00906 | adityakumar.sparda@gmail.com
linkedin.com/in/xadityak | xglass.online

Scan for live portfolio

PROFESSIONAL SUMMARY

Operations and Inventory Manager passionate about building smarter, technology-driven operations. With 4+ years across D2C e-commerce, healthcare, and marketplaces, I leverage automation, data analytics, and process optimisation to improve inventory visibility, accelerate dispatch, and strengthen operational performance. Currently runs dispatch, logistics, and stock handling for 12+ clinic locations, with vendor management across four product categories. Consistently maintains 98% or better on-time dispatch SLA while managing logistics through Shiprocket and DHL.

CORE SKILLS

Supply Chain and Logistics Inventory Management, Multi-Location Stock Management, Demand Forecasting, Domestic Dispatch (Shiprocket), International Logistics (DHL), International Dispatch Documentation Automation, SLA and TAT Management, Last-Mile Delivery Experience, E-commerce and Quick Commerce Operations, D2C Operations, Warehouse Reconciliation, Reorder Point Planning

Systems Zoho Inventory, Zoconut, Shopify, Unicommerce, Oracle

Data and Reporting MIS Dashboards, Inventory Audits, Advanced Microsoft Excel, Inventory Reconciliation, Reporting and Reconciliation

Automation and Process AI-Assisted Workflow Automation, SOP Development, Process Optimization

Customer Experience Last-Mile Delivery Experience, Customer Follow-ups, Escalation Resolution, CSAT 95%+

AI and Tech Claude AI, GitHub and Vercel for building and deploying apps; learning new software

Leadership Team Management, Task Allocation, Vendor Management, Escalation Management

PROFESSIONAL EXPERIENCE

GLEUHR Wellness, Chandigarh, India

Operations Manager, Inventory and Dispatch | May 2026 to Present

- Manage dispatch, logistics, and stock handling for 12+ clinic locations, covering stock availability, warehouse reconciliation, and cycle counts.
- Lead vendor management across four product categories: cream, serum, hair products, and tea, including replenishment and expiry control.
- Own customer experience on last-mile delivery, from dispatch through doorstep handover.
- Cut COD RTO from 37% to under 8% in one month via pre-dispatch confirmation, address checks and advance COD.
- Control reorder points for fast-moving SKUs, eliminating stockouts while holding reorder spend within budget.
- Direct domestic dispatch operations through Shiprocket and manage international freight and tracking through DHL.
- Built an automatic system that creates the documentation for every international dispatch.
- Maintain a 24 to 48 hour dispatch SLA across web and sales orders, with stock managed on Zoho Inventory.
- Run daily MIS and inventory audits, plus weekly and monthly reporting covering inventory accuracy, RTO receipts, and cycle counts.
- Lead a 10-member inventory and dispatch team, optimizing task allocation and reducing expiry write-offs.

Sova Health, Gurugram, India

Team Lead, Operations and Unicommerce Dispatch System | January 2024 to April 2026

- Scaled the brand's e-commerce revenue from approximately INR 50 lakh to INR 4.3 crore in 8 months, including Blinkit, Zepto, and Swiggy Instamart.
- Built an automation that cut dispatch TAT from 48 hours to 24 hours.
- Served as the dedicated Zoho Manager, customizing workflows in Zoho CRM and Zoconut to track patient lifecycles, automate client follow-ups, and resolve escalations, sustaining a CSAT score of 95% or higher.
- Managed a client portfolio of 1,600+ accounts alongside end-to-end dispatch of gut microbiome diagnostic kits across PAN India, maintaining an on-time SLA of 98% or better.
- Managed Shopify-based order processing and marketplace operations across Amazon and Flipkart, including inventory reconciliation and refunds.

Policy Bazaar, Gurugram, India

Relationship Manager, Client Relations | May 2021 to May 2022

- Managed client onboarding and acted as the primary client contact for SLA governance and issue resolution.
- Produced HRMIS reporting across client accounts.

STARTUP

Glass.skin: Multipurpose Cream D2C Brand (Shopify)

Started in college; built and run by me | 2022 to 2023

- Built and ran Glass.skin, a Shopify store for an affordable multipurpose cream made for everyone (INR 1,499); generated INR 1.5 crore in actual revenue over one year.

EDUCATION

MBA, Human Resources and Marketing
Chandigarh University | July 2022 to June 2024

BBA (Honours), Marketing and Banking
Lovely Professional University | July 2019 to May 2022