

Deepak K Agrahar

~ Supply Chain Management ~ Technical Enhancement ~ Operations Management ~ Project Management

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Key Skills

P&L Management

Project Management

International Logistics

Business Strategy & Execution

Supply Chain Management

Technical Enhancement

Revenue Generation

Change Management

Team Building & Leadership



Soft Skills



Profile Summary

- Having **over 24 years** of experience; last role as General Manager based out of **Bahrain** with **AJ Express** and **VP International Business** with **Delhivery Pvt. Ltd.** and spearheading **International Business, Operations, Sales & Technical functions**
- Excellence in assessing overall supply chain from factory to consumer focusing on regional and country logistics network infrastructure to design innovative solutions, reduce operational costs and improve delivery time while maintaining high service levels
- Drove organizational change process, restructured supply chain operations and redefined roles & responsibilities to improve operational performance
- Spearheaded the **successful automation of Flipkart's warehouses** from manual system
- Merit of having an experience of working across various geographies including **Europe, Middle East, Indian Subcontinent, Central Asia and Africa**
- Successfully managed all **Information Security related issues for 66 agent served countries** within Middle East, Indian Subcontinent, Africa and Central Asia while working with FedEx
- A result-oriented individual with strong analytical, negotiation, communication, interpersonal and organizational skills



Career Timeline



Education

- Post-Graduation Diploma in Business Strategy from ABP (UK) in 2014
- Diploma in Computer Applications from KBCS, Mumbai in 1996

Work Experience

Oct'20 – December' 20 with AJ Express., Bahrain as General Manager (JV with SF Express, China)

- Developing the business case for the startup and developing 5-year plan and P&L.
- Identifying bonded facility and negotiating with the landlord for below market rates.
- Shortlisting potential candidates for roles within the organization and conducting interviews.
- Vetting the process with internal legal team and external law firm to setup the Commercial registration process and supporting the setup of the Joint venture.
- Liaising with the Economic Department Board of Bahrain (EDB) for fast cycling of the approval processes.

Nov'17 – September'20 as an Independent Supply Chain Consultant

Companies consulted for:

UBEX Courier Services WLL (Bahrain): November 2019 – September 2020

- Acting as the Head of Business Development and setting up Sales policies and procedures within the organization.
- Setting up international network for UBEX as the last mile service provider in Bahrain.
- Coaching employees on International logistics/freight forwarding.

GLT Group (Middle East): August 2018 to October 2019

- **Alam Alkon Company for Transportation and Logistics (Riyadh, Saudi Arabia)**
 - Supported the CEO in the day to day activities.
 - Supported in getting the clearance license from Saudi Arabia customs and Postal authorities.
 - Reviewed the Fulfilment center operations of Wadi.com and documented the process and gaps compared to Global standards.
- **Orient Express Logistics WLL (Bahrain)**
 - Running the day to day operations
 - Streamlined accounts payable and receivables
 - Restarted the sales department
 - Liaison between Owners and Bahrain team.

Loadshare Networks: May to July 2018

- Digital payment solutions – Independent Advisor for India's largest payment solutions provider, both wallets and card of delivery. Assisting them in going global (starting from Middle East, North Africa and South East Asia)
- Independent consultant within the e-commerce logistics space. Helping companies develop/streamline their TMS (Transport Management System) and take it to the next level
- Founder member of the China India Entrepreneur Club. Helping Chinese companies in the e-commerce space to start/streamline business in India. Helping them with clearance and last mile solutions in India.

Jul'15 - Oct'17 with Delhivery Pvt. Ltd., Gurgaon as VP International Business (Operations, Sales and Technology)

Growth Path/ Assignments Handled:

Jul'15 – Mar'16: As VP Systems Integration
Apr'16 – Sep'16: As VP Systems Integration & International Operations
Oct'16 – Oct'17: As VP International Business

Significant Accomplishments as VP International Business:

- Successfully turned around a completely loss-making business (GM with – 123% and CM with – 53%) and achieved profitability within 8 months
- Played a pivotal role in improving the international export service levels from 55% to 85% within a short span of four months
- Achieved a profitable revenue of INR 10 Crore during the first year of operations
- Successfully streamlined the entire International BD Team to achieve an increase in productivity
- Extended support in implementing multiple technology changes within the international business
- Acquired additional revenue by initiating new avenues

Significant Accomplishments as VP Systems Integration & International Operations:

- Spearheaded the development of multi-piece shipment flow for domestic B2C and international business
- Facilitated conceptualization of website (www.skynetworldwide.in) and integrated with multiple systems to provide visibility of packages as well as online printing of airway bills and commercial invoices
- Merit of being nominated to the Skynet IT Committee to facilitate the development of new Skynet systems
- Successfully owned and developed testing mechanism for handheld devices

Key Result Areas as VP Systems Integration:

- Contributed in managing product design and roadmap for in-house transportation management (HQ) system, while managing about 10 Million shipments a month
- Successfully developed an on-field mobile app to improve return delivery process, increase efficiency of EOD process (approx. 30%) and digitize the transaction for easy and reliable recon with clients
- Formulated package prioritization process for sorting to enhance the efficiency and service levels (approx. 2.5%)
- Played a pivotal role in developing routing labels for large boxes moving through the B2C Express network
- Extended support in changing the complete label printing process; reduced the overall monthly OPEX incurred on printing labels while improving the usage of bags
- Successfully changed the technology used for printing labels and achieved reduction in cost of printers through effective negotiation with the vendors

Feb'14 – Jun'15 with Flipkart India Pvt. Ltd., Bengaluru as Director Systems Integration**Key Result Area:**

- Spearheaded a team of high performing professionals and facilitated the process of total automation

Projects Handled:

- Successfully executed various projects like:
 - Changed the entire operations process within the FCs and RCs
 - Improved IPP from 75 to 135 in a short span of 2 months by implementing handheld based technology
 - Ensured recovery of written-off inventory by deploying handhelds at RC
 - Successfully conceptualized, designed and built requirement specification for new transport center model (Hub & Spoke Model); executed fulfilment center automation project for high speed sorting, conveying and bagging
 - Implemented strategy to improve quality check of fragile items at fulfilment center as a part of inward process
 - Formulated a 'pull based' product design to manage variable volume

Sep'97 – Feb'14 with FedEx Express- Middle East, Dubai & India as Sr. Regional GSP Technology Coordinator**Growth Path/ Assignments Handled:****FedEx Express- India**

Sep'97 – Mar'99: As Associate Billing Agent & Billing Agent

FedEx Express- Middle East

Apr'99 – Aug'02: As Sr. Customer Invoicing Agent

Aug'02 – May'06: As Regional GSP Coordinator –Operations

Jun'06 – Feb'14: As Sr. Regional GSP Technology Coordinator

Projects Handled as Sr. Regional GSP Technology Coordinator:

- Played a pivotal role in upgrading handheld scanning technology within 40 agent served countries within Middle East, Indian Subcontinent, Africa and Central Asia

- Performed testing & deployment of low-cost real time mobile scanning technology within 27 agent served countries in Middle East, Indian Subcontinent, Africa and Central Asia
- Facilitated replacement of primary FedEx Scanning technology within 42 countries in Europe, Middle East and Africa region
- Worked as the Business and Deployment Lead in rolling out wireless dispatching and scan upload via GPRS in vendor served markets
- Spearheaded a team of 4- 6 professionals
- Contributed in deployment of real time scanning technology to 7 countries within Europe, Middle East and Africa region after successful negotiations with Telecom Regulatory Authorities (TRA)
- Successfully deployed the wireless printing technology to 37 countries, printed routing labels over infra-red/ Bluetooth to assist in correct routing of shipments
- Extended support in deploying paperwork imaging technology for quicker customs clearance within countries in Europe, Middle East and Africa region
- Worked as the Business Analyst, Test & Deployment Lead for various in-house software that were developed to streamline business/ operational need in vendor served markets
- Managed the operational and technical requirements for new country openings/ replacement of vendors in vendor served countries
- Acted as the single point of contact for all information security related issues for 66 agent served countries within Middle East, Indian Subcontinent, Africa and Central Asia

Personal Details

Date of Birth: 29th August 1975

Languages Known: English, Kannada, Marathi and Hindi

Permanent Address: 402, Siri Enclave, 8th Main Road, 29th Cross, Banashankari 2nd Stage, Bangalore - 560070

Current Address: Flat 2, Building 3692, Road 7554, Block 575, Al Janabiya, Kingdom of Bahrain

Industry Preference: E-commerce, Logistics

Location Preference: Open

Driving License: Valid Bahrain driving license