

CHANDAN BEHERA

Contact

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Education

MBA - BUSINESS ANALYTICS - 2024
VIGNAN UNIVERSITY OF
TECHNOLOGY SCIENCE - Guntur -AP

B.COM • JUNE- 2011
UTKAL UNIVERSITY, Odisha

Preferred Tools

Advanced Excel

Data Validation

Data Visualization

VBA Macro

Business Reporting

Audit data (WH)

Presentation Development (PPT)

KEY SKILLS

Team Management

Invoice Processing and Billing

Purchase Order and PAN Creation

E-Commerce Operations

Order and Delivery Operations

Order Tracking and Escalations

Return and Inventory

Transportations and logistics

Inventory control (WMS)

Partner or vendor coordination

Sales and Support

Escalations and Complaint support

Profile Summary

As a Manager Operations and support sales with 14 years of experience in Logistics, Transportations, warehousing, e-commerce, including Inventory, dispatch, delivery, return, invoicing, order fulfillment, shipping, and team handling. Adept in MIS reporting and inventory reconciliation, with strong analytical and organizational skills. Proficient in SAP WM module, Oracle, Vinculum, and Unicommerce, CRM, with hands-on expert in managing inward, Outward logistics, recycle counts, and inventory accuracy.

Professional Experience

LEAD MIS-OPERATIONS • October 2025 – PRESENT
DISH INFRA SERVICES PVT LTD. Noida-UP

MANAGER -Technical • JANUARY 2024 – SEPTEMBER 2025
SITI NETWORKS LTD. Noida-UP

LEAD Operations • FEBRUARY 2022 – JANUARY 2024
DEN NETWORKS LTD. Okhla-Delhi

EXECUTIVE WAREHOUSE • OCTOBER 2020 – FEBRUARY 2022
RITIKA PVT LTD. Gurugram -Haryana

SPECIALIST -MIS • JUNE 2019 - OCTOBER 2020
STARTEK (AEGIS). Gurugram -Haryana

ANALYST -MIS • SEPTEMBER 2017 - MAY 2019
HCL TECHNOLOGIES LTD. Noida-UP

EXECUTIVE -MIS & OPS • SEPTEMBER 2014 - SEPTEMBER 2017
SAFEXPRESS PVT LTD. New Delhi

EXECUTIVE -MIS & OPS • MAY 2012 - SEPTEMBER 2014
FIRST FLIGHT COURIERS LTD. New Delhi

Roles & Responsibilities: -

MIS Reporting & Data Management

- Lead end-to-end MIS reporting workflows, and enabling data-driven strategic decision-making across business functions.
- Design Dashboards and automate reports using Excel, VBA, Macro, significantly improving data accuracy, efficiency and integrity.
- Create data-driven presentations highlighting business insights, high-level comparisons, and key performance metrics.
- Analyze KPI trends & performance indicators multiple functions, driving actionable insights and continuous improvement.
- Track all records and data and managed the team in alignment with business requirements.

Warehouse Management (WMS)
Inventory Control
Order Fulfillment Stock
Replenishment
Inbound & Outbound Logistics
Picking & Packing
Shipping & Receiving
Returns Management
Freight Coordination
Inventory Reconciliation
Cycle Counting
Dispatch Management
Load Planning
Cross-Docking Dock-to-Stock

Interests

Yoga, News
Cricket & Movies

E-Commerce Operations & Inventory Management

- Manage end-to-end inventory operations, ensuring accurate stock availability, timely updates, and smooth order fulfillment across channels.
- Maintain inventory through regular cycle counts, audits, and system reconciliation.
- Manage e-commerce and dispatch orders platforms like Amazon, Myntra, Nykaa, Tata, and Ritu Kumar, Flipkart etc.
- Coordinate picking, packing, of orders to meet strict delivery deadlines and seasonal demand variations.
- Optimize warehouse storage solutions and workflows to maximize space utilization and operational efficiency.
- Lead, schedule, and supervise warehouse staff, enforcing safety and quality standards.
- Utilize Warehouse Management Systems (SAP WM, Oracle, Vinculum, Uni-commerce) along with barcode scanners, and label printers for inventory and process management.
- Monitor and improve key performance indicators such as inventory accuracy, order picking accuracy, on-time shipments, labor productivity, and space utilization.
- Oversee end-to-end supply chain operations including procurement, inventory control, inward/outward goods processing, and distribution.
- Monitor daily stock movements, bulk returns, and undelivered shipments to maintain inventory accuracy and operational efficiency.
- Optimize inventory levels through data-driven tracking, reducing excess stock and improving stock utilization.
- Coordinate with vendors and logistics partners to ensure timely delivery and seamless order processing.
- Manage order lifecycle from placement to delivery, ensuring on-time fulfillment and minimal operational delays.
- Manage end-to-end operations, ensuring seamless coordination across internal teams, clients, vendors, and stakeholders.
- Monitor service delivery metrics and KPIs to ensure adherence to SLA and high customer satisfaction levels.
- Handle key accounts and resolving customer/clients escalations in a timely manner.
- Strengthened client satisfaction and retention through proactive communication, data-driven insights, and continuous service improvement.

Sales and Partner Support

- Negotiate pricing and contracts with vendors and partners to achieve cost savings and favorable terms.
- Deliver business proposals to partners and vendors and manage all related documentation.
- Handle customer escalations across all partners, ensuring timely resolution and maintaining high service satisfaction levels.

Billing & Reconciliations

- Manage monthly billing for every clients and vendors across multiple service providers.
- Process vendor invoices and bills in SAP, including credit notes and billing reconciliations.
- Handle end-to-end FY bills and invoices, ensuring timely settlements and accurate financial processing.
- Coordinate with clients and vendors to manage billing and operational activities across key accounts.
- Manage contract alignment, dispute resolution, and service optimization to ensure smooth vendor operations, compliance, and improved service delivery.