

NAGASUMAN SISTLA PHANIRAJ

OPERATIONS AND STRATEGY | SUPPLY CHAIN- Proven, influential executive with strong strategic, business and operational acumen who demonstrates excellent leadership with successful track record of delivering results in highly complex, fast paced environment. 13 years of progressive, cross industry experience in Supply Chain Operations across Manufacturing and E-commerce both in B2B and B2C.



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[LinkedIn Profile](#)

SUMMARY

- Proficient in designing and streamlining workflow, optimizing resource, capacity enhancement, escalating productivity and operational efficiencies by adapting Lean methodologies, while curtailing costs.
- Accredited for good analytical, troubleshooting and interpersonal skills with proven ability in driving numerous projects for quality enhancement, process improvement and cost saving initiatives during the career span.
- Skilled leader with in-depth experience of building and managing high-caliber teams with a firm focus on human development.
- Proficient in planning and controlling budget by actioning on Risks and Opportunities, drive initiatives to capture opportunities / mitigate risks.
- Reputation of understanding customer needs, setting and managing expectations, building customer confidence through effective communication, reliable delivery and robust processes.

WORK EXPERIENCE

Since Oct'19: Lean Consultant – Freelancer

Designed and developed roadmaps to improve Quality and Productivity metrics. Delivered trainings to management and operators to improve the synergy to achieve the set goals

Founder - Jobcards: Business listing platform with an aim to support E2E manufacturing services.

Mar'15 – Oct'19: Amazon Seller Services India Pvt. Ltd.

Regional Learning Manager – Fulfilment centre

Accredited for introducing programs to reduce the “Learning Curve” of new hires and setting-up mechanisms to monitor the effectiveness. Developed Strategies to effectively utilize the shop floor team in multi functions through cross training.

Program Manager, ACES – Operations

Introduced “Change Office” for India Fulfilment Operations, a program management tool for successful execution of projects. Appreciated for driving process standardization & benchmarking with global standards. Executed high impact programs to improve the Value Chain – Inbound, Inventory, Outbound, Packaging and Logistics

Amazon Wholesale - Operations

Key contributor for the launch and growth of B2B platform in India. Managed Site operations through end to end planning, metrics review and delivering results in a fast-paced environment. Identified improvement opportunities by gathering feedback (Voice of customers) which directly influenced the Customer experience and worked with Stakeholders to bridge the gaps. Coordinated for Product launches with Category, Supply Chain (S&OP and Capacity) and Compliance teams.

Aug'08 – Mar'15: Toyota Kirloskar Motor Pvt. Ltd.

Supplier Support Center

Accredited for taking the challenge of Human Development of supplier “Top and Middle Management” to improve Shop Floor through practical learning. Contributory in enhancing the competency of suppliers through in-depth analysis of the Value stream and identifying the improvement areas in Quality, Production, Inventory, Space to achieve Manufacturing Excellence by eliminating non-value addition in the process.

Operation Management Supporting Dept./ Plant Admin. Division

Contributed in setting up Onsite Suppliers park by designing & developing a streamlined layout by adopting Lean methodologies. Carried out JISHUKEN Drive (KAIZEN BLITZ) at suppliers.

Quality Control Division

Responsible for improving the vehicle quality by working on Product, Process and People. Key contributor in setting-up the “Supplier quality Dept.” focused on supporting suppliers.

CORE COMPETENCIES

Quality Control & Assurance | Production Planning and Control | Inventory Management | Toyota Production System | Lean Management | Product Development | Logistics Design | Workflow Planning | Supplier/ Vendor Development | Project & Program Management | Budget Planning and Control | Risk Management | Change Management | Problem Solving | Strategic & Critical Thinking | Teamwork and Collaboration |

MAJOR PROJECTS

Inventory optimization and placement by launching “Receive Centre” – Apr'19 at Amazon

Packaging improvement by migrating from corrugated boxes to totes - Jan'19 at Amazon

“Change Office” Set-up for India Fulfilment Operation – May'18 at Amazon

Launch of New Fulfilment Center for B2B Platform (Plant Set-up) – Mar'17 at Amazon

Capacity enhancement for volume ramp-up (Improvement Project) – Nov'16 at Amazon

Mobile Exclusive Launch for Wholesale (Category Launch) - May'16 at Amazon

Supplier Project Expert program for Supplier (Learning and development) – July'13 at Toyota

Onsite Suppliers Plant set-up and expansion (Plant Set-up) – 2010-11 at Toyota

AP - Quality Task Force Activity for Suppliers (Improvement Project) – Apr'09 at Toyota

TRAININGS AND CERTIFICATES

[simplilearn](#): Lean Management, Lean Six Sigma, Project Management

[LinkedIn](#): Supply Chain Management, Quality Management, Leadership Foundation, Data Analysis

Others: Toyota Business Practice, Toyota Production System, Train the Trainer

EDUCATION

2008 - BE, Mechanical -Visveswaraya Technological University – Karnataka

2005 - Diploma in Automobile Engineering – Dept of Technical Education – Karnataka

PERSONAL DETAILS

Date of Birth: 18th January 1985

Linguistic Abilities: English, Hindi, Kannada, Telugu and manage Tamil

INTERESTS

◇ Travel ◇ Food ◇ [Photography](#) ◇ Sports