

Aejaz Saleem Shaikh

Accomplished logistics professional with nearly 18+ years of experience, including 11+ years in E-commerce Last-Mile Delivery, Multi-City Operations, 3PL/4PL Logistics, Warehouse & Hub Management, and P&L Ownership. Seeking a strategic leadership role to drive operational excellence, scaled high-volume network operations for major brands including "Amazon, DHL, Blue Dart, Delhivery, Shadowfax & Smartr" and enhance profitability through technology-enabled logistics solutions.



"Amazon Award Winner – Last Mile Delivery Operations Excellence for outstanding performance"

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📍 Pune, MH, India (Immediate Joiner–UAE)

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PROFILE SUMMARY

- Operations & Logistics leader with deep expertise in last-mile delivery, multi-city network management, 3PL/4PL operations, warehouse/hub governance, and large-scale delivery station leadership.
- Proven ability to drive operational excellence through strong SLA/KPI governance, improved OTD and First Attempt Delivery Rate, cost-per-delivery reduction, and route density optimization.
- Skilled in technology-enabled operations, leveraged automation, dashboards, and data analytics to enhance fleet utilization, scanning accuracy, resource allocation, and overall efficiency.
- Strong experience in vendor & fleet partner management, performance governance, contract oversight, and ensuring high service reliability with strict compliance.
- Adept at scaling operational infrastructures during peak seasons, managing manpower planning, and ensuring seamless end-to-end delivery workflows across hubs and micro-hubs.
- People-centric leader with a proven record of managing 300+ workforce, including Hub Managers, Area Managers, supervisors, delivery staff, and outsourced teams while building a high-performance culture.
- Demonstrated success in improving customer satisfaction through proactive escalation management, NDR/RTS reduction, and robust process discipline.

WORK EXPERIENCE

Operations Head | Last-Mile Delivery Partner (Blue Dart & DHL Express) | Jazar Tech (Formerly: EDI Packages Delivery Services Pvt. Ltd.)

⌚ Aug 2016-Present 📍 Pune, India

- Directed end-to-end daily ground operations across hubs and micro-hubs, ensuring smooth execution of inbound, sorting, dispatch, and last-leg workflows.
- Established and enforced scanning discipline, bag-wise reconciliation, and shipment traceability to reduce operational variances.
- Designed and implemented shift structures, roster plans, rider allocation models, and station-level workforce distribution.
- Drove process standardization across all hubs by setting uniform operating rhythms, checklists, and execution benchmarks.
- Rolled out 4S/5S implementation and warehouse floor-marking standards, ensuring safety zoning, space optimization, housekeeping discipline, and audit-ready environments.
- Managed daily EDD (Expected Delivery Date) performance reports, ensuring accurate commitments, timely escalations, and corrective actions for promised delivery timelines.
- Executed escalation control mechanisms, ensuring timely recovery of delayed, misrouted, or exception shipments.

CORE COMPETENCIES

- Last-Mile Delivery & Multi-City Operations Management
- P&L Ownership, Cost Leadership & Unit Economics Optimization
- 3PL/4PL Operations
- Workforce Planning, People Leadership & Productivity Enhancement
- SLA/KPI Governance, OTD Improvement & Customer Experience Excellence
- Digital & Data-Driven Operations: Route Optimization, Automation & Dashboards
- Vendor & Fleet Partner Management
- Hub/Warehouse Audit Checklist Management
- Onboarding, Training & Workforce Development
- Route Optimization, Micro-Zoning
- Key Account Management & Client Relations

TECHNICAL SKILLS

- Productivity Tools:** Microsoft Office Suite (Excel, Word, PowerPoint), Office 365
- Analytics & Reporting:** Power BI, Data Visualization, Pivot Tables, Dashboard & Report Creation
- Marketing & Campaign Tools:** Meta Ads Manager (Campaign Setup & Optimization)
- Creative & Design:** Canva (Posters, Videos, Flyers, Brochures)
- AI & Automation:** ChatGPT, Google Gemini Prompt Engineering

EDUCATION

Bachelor's Degree | Solapur University | 📚 2010
Degree Fully Attested (MEA India, UAE Embassy, MOFA UAE)

MBA (Material Management) | UTS University
⌚ Pursuing

PG Diploma in Material Management | MIT University | 📚 Pursuing

- Enhanced **dispatch accuracy** through strict dispatch readiness checks, load integrity verification, and shipment segregation.
- Ensured seamless upstream logistics by coordinating with **sort centers, linehaul and multimodal transport teams**.
- Conducted continuous **self-audit cycles** to ensure compliance with safety, security, hygiene, and SOP standards.
- Strengthened **local vendor coordination**, ensuring timely supply of riders, vehicles, consumables, and operational materials.
- Implemented **manpower optimization models**, improving rider turnaround time and maintaining ideal rider-to-load ratios.
- Steered **NDR/RTS root-cause analysis** and implemented corrective actions to reduce avoidable returns.
- **Completed festival projection & volume forecasting plans ahead of timeline**, enabling early vendor onboarding, resource planning, and capacity build-up for Diwali, Eid, BBD, Prime Day, and peak seasons.
- Partnered with finance teams for **billing validations, vendor payout reconciliation, and invoice accuracy**.
- Oversaw **asset management, equipment availability, and operational inventory controls** across delivery stations.
- Facilitated **training programs and capability-building workshops** for supervisors and front-line teams.
- Ensured **site-level statutory compliance**, safety inspections, documentation maintenance, and operational licenses.
- Led **new hub launch readiness**, including layout planning, space design, equipment deployment, and initial staffing.

Operations Team Lead | [Amazon India](#)

May 2015-Aug 2016 | Pune, India

- Directed complete delivery station operations, ensuring seamless execution from dispatch to final customer delivery.
- Aligned daily operations with multiple DSP partners, tracking performance against strict SLA & delivery KPIs.
- Managed front-line workforce including delivery associates and shift teams, maintaining manpower continuity through efficient roster and attendance control.
- Optimized route planning, micro-zone allocation, vendor coordination, and ensured timely dispatch readiness every day.
- Executed secure transit handling across airports, ports & rail hubs, adhering to all compliance and security norms.
- Enabled continuous process enhancement through performance monitoring, coaching, and workflow reengineering.
- Prepared and presented operational dashboards and analytics reports for leadership reviews and decision support.
- Implemented productivity initiatives, cost efficiency actions & quality improvement programs across station operations.
- Built workforce capability through continuous training, engagement, and structured performance management.
- Drove operational excellence to improve service performance while lowering cost per delivery.
- Set performance expectations for Operations/Shift Managers and Team Leads, ensuring alignment with business outcomes.
- Collaborated with Transport, Sortation, Finance, LP, HR, IT & Engineering teams to achieve operational targets.
- Elevated customer satisfaction through high OTD, low delivery defects, and proactive issue resolution.
- Ensured HSE adherence, strong 5S implementation, and full audit readiness through regular self-compliance checks.
- Led site-level safety governance, conducting audits, safety drills, and compliance reporting.
- Contributed to network-wide improvement initiatives, sharing best practices across operational clusters.

PREVIOUS EXPERIENCE

Store Manager | [Bagzone Lifestyles Pvt. Ltd. \(Samsonite\)](#)

Sep 2011-Apr 2015 | India

Sales Executive | [Fabindia Overseas Pvt. Ltd.](#)

Mar 2011 – Sep 2011 | India

Team Leader | [Future Value Retail \(Big Bazaar\)](#)

Feb 2007 – Nov 2010 | India

PERSONAL DETAILS

Address: Flat No.701, Barchi's Avenue, Near Jail Road, Telangi Paccha Peth, Shaniwar Peth, Solapur, Maharashtra, India - 413005

Date of Birth: 1st June 1988

Languages Known: English, Urdu, Hindi, Read and Speak Arabic (Basic Level) & Marathi

Nationality: Indian

Passport No.: S7924070

Visa Status: Visit Visa

Driving License: International Driving Permit (UAE Valid) – Issued by Government of India

Marital Status: Married