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TOMIC THOMAS



8178251498



tomicthomasprofessional@gmail.com



New Delhi, India

Education

Bachelors of Business Administration (BBA), Guru Gobind Singh Indraprastha University

2016 - 2019

India, New Delhi

12th Standard, Don Bosco School

2015 - 2016

India, New Delhi

Courses

Professional Certificate Program in Business Analytics

2023

IIM Kozikhode

Skills

Communication



Adaptability



Problem-solving



Leadership



MS Office



JavaScript



Project Management



Scaling Operations



Professional summary

Passionate about research and design thinking, I bring a rich background in profit and non-profit sectors, showcasing adeptness in communication, problem solving and leadership. My skill set encompasses effective management, collaborative teamwork, and the ability to craft strategic solutions. I have a natural curiosity and a commitment to delivering excellence in every project, which has been reflected in my career growth through multiple promotions over time.

Experience

Zippee

September 2023 - Now

India, Gurugram

Process Excellence Associate

I'm responsible for driving process improvements and enhancing operational efficiency within the organization. Through my strong analytical skills and attention to detail, I successfully identified areas for improvement and implemented strategies to streamline processes and reduce costs.

- Launched new HRMS tool and trained teams
- Launched Control Tower team for data analysis and developed their SOPs
- Worked on important financial metrics like Delivery CPO, Fulfilment CPO, OPDPR, etc
- Created various Dashboards for cross-functional teams for better overall communication

Zippee

November 2022 - September 2023

India, Gurugram

Launch Associate

I spearheaded our company's new D2C industry vertical, encompassing intelligent warehousing and last-mile delivery software. The successful launch of Warehouse Management System (WMS) and Last-Mile Intelligence products (LMI) significantly elevated the company's service offerings. Collaborating closely with the Founder and Sales Team, I orchestrated the onboarding of clients, ensuring top-notch services for same-day order deliveries. Noteworthy achievements include:

Hobbies

- ◆ Reading
- ◆ Video games
- ◆ Traveling
- ◆ Football
- ◆ Photography
- ◆ Bike riding

Zippee

June 2021 - November 2022

India, New Delhi

Launched and designed layouts of 10 warehouses across Delhi and Mumbai

- Onboarded more than 50 brands within the first 2 months
- Worked on the integration between our WMS and different Marketplaces of the clients
- Trained warehouse staff on the working of WMS and LMI systems, leading to more than 10,000 orders being fulfilled

Quality Assurance Associate

My role involved ensuring that all products and services met the highest quality standards and complied with F&B industry regulations while help scaling brands like Vadilal, Baskin Robbins, Häagen-Dazs, Keventers, etc

- Helped in launching and expanding these clients within more than 5 cities and with the help of more than 150 dark stores.
- Developed and implemented quality assurance policies and procedures
- Collaborated with cross-functional teams to improve product quality

Pirmal Foundation

June 2019 - May 2021

India, Madhya Pradesh, Assam

Gandhi Fellow

- Lead the 7 Tehsils of Vidisha and 3 Tehsils of Darrang with 213 schools impacting more than 1,00,000 students working with 350+ teachers.
- Supported the Block Resource Coordinator (BRC) as a consultant to ensure educational development of the block and coordinate with officials at block and district level to design processes, implement and asses it's outcome.
- Supported in the execution of government's educational policies, in accordance to the key indicators of NITI Aayog. .
- Proliferated organisational outcomes by collaborating with different organisations to ensure larger goal of equal opportunities for students.

Internships

Concentrix

May 2018 - July 2018

India, Gurgaon

Sales and Marketing

- Helped sales professionals maintain customer relationships by making follow up calls to recent buyers.
- Tracked, measured and reported on trends for sales team analysis and decision making