

KHUSHMAN HANS

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QUALIFICATION HIGHLIGHTS

A highly accomplished and pioneering operations executive with a proven record of leading cross functional teams and accomplishments in quality and productivity with bottom-line profitability through strategic projects for multiple business units. Knowledgeable in all facets of operational excellence, strategic planning, process engineering, continuous improvement, supply chain management and quality management. Utilize strong problem solving, communication and negotiation skills to lead and motivate teams to achieve goals.

NOTABLE AWARDS

- **Best Fulfillment Center of the Year (2018) and Best Region of the Year (2020)** at Chewy.com
- **Kaizen of the Year Award (2015)** – Awarded for Best Process Improvement in Amazon Fulfillment Network. Led a Kaizen in Case Receive increasing building's capacity by 40%.
- **Door Desk Award (2014)** – Awarded by Mr Jeff Bezos, Founder & CEO of Amazon.com for Best Process Improvement in Amazon Network. Led Kaizen at End of Line resulting in 27% improvement in productivity and \$1.8 million in savings.
- **Kaizen of the Quarter Award (2013)** – Led Kaizen resulting in savings of 40% in Trailer departure cycle times.
- **Best Private Banker at ICICI Bank Limited (2011).**
- **Citigroup Operations and Excellence Award (2006).**

PROFESSIONAL EXPERIENCE

Chewy.com, Ocala, Florida

No-v 2017 - Present

Senior Director of Operations

- Leading 240 salaried and 6000 hourly employees across 4 fulfillment centers, fulfilling ~3 million units per week. Achieving continuous success through setting objectives/metrics for operational areas and clear expectation/goal setting with my team of leaders.
- Led extremely successful launches of two fulfillment centers and turnaround of two other fulfillment centers.
- Reduced Y-o-Y safety cost by 38% through new safety programs (viz. Ortholive and Flag Process).
- Improved controllable defects by USD 8 million through early defect identification, reduction and process refinement.
- Successfully led 32% lower cost through employee engagement, process management and system integration.
- Drove the cost savings program resulting in savings of ~ USD 4.8 million from June 2020 – till date.
- Leading cross functional teams to develop Chewy's Supply Chain and Fulfillment strategy for Central and Southern US and deliver on operational budget.

Apple Inc, Austin, Texas

Regional Manager Supplier Operations

July 2016 to June 2017

Led multiple process initiatives and projects to enhance operational capabilities of Apple's Global Supply Chain and nine 3PL Distribution Centers in North and South America regions

- Led capital project to leverage technology and standardize Inventory flow across AMR, EMEA and APAC regions of Apple. This change impacted >200 OEMs, 12 3PL Distribution Centers and product with annual GMV of > \$80 Bn.
- Distribution SME for multiple teams to digitize the existing processes and create common systemic interface.
- Led cross functional teams for successful launch and distribution of Beats Headphones across USA from Sep–Dec 2016.

AMAZON FULFILMENT SERVICES, Moreno Valley, California

Senior Operations Manager –

June 2014 to June 2016

Launched 800K sq ft fulfillment center for Amazon.com. Led team of 17 salaried and 2000 hourly employees to support fulfillment of product with annual GMV > \$4 Bn across the US. My key accomplishments were -

Vendor/Seller Management

- Negotiated contracts with sellers (through retail) to create a reliable supply chain of product flow to the FC. Resulted in fastest volume ramp in Amazon history of 17 million units/week within 1 year of launch of the fulfillment center.
- Point of contact for internal and external escalations for product supply and vendor related issues. Pricing incentives and vendor compliance resulted in earning of \$28 million during FY 2015

- Negotiated and managed contracts with Transport Carriers resulting in 40% increase in capacity and 99.5% on-time delivery compliance of 122 million units delivered during 8 weeks in Peak 2015

Cross Functional Project Management

- Led software development and integration to create strong supply continuity of different GLs of products. This segmentation led to network saving of 45 cents/unit in placement cost
- Led projects with multiple cross functional teams (viz. Capacity, Supply Chain, Vendor Compliance, Software, Transportation Engineering, Safety, ACES) to increase production capacity and implement sustainable changes
- Improved Outbound Team's productivity by 30% in first year through continuous improvement and lean process management. Reduced site's indirect hours from 62% to 39% in same period thereby improving VCPU by 3.2 cents
- Helped promote 6 managers and transfer 4 managers to other Fulfillment Centers in the network

AMAZON FULFILMENT SERVICES, Hazleton, Pennsylvania

Operations Manager

July 2012 to June 2014

- Responsible for outbound shift operations in a 700K sq ft facility fulfilling product across 16 fulfillment centers in the US. Led multiple cross functional continuous improvement projects/contract negotiations leading to savings of \$7.4 million and sharing of best practices across Amazon network. Mentored and helped promote 3 managers from my team.

AMAZON FULFILMENT SERVICES, Hazleton, Pennsylvania

Area Manager

July 2011 to June 2012

- Led a very successful team with <1.2 safety incidents per month (over a period of 8 months) and highest productivity in the building. The team saved 1000 more hours during Peak 2011 compared to next best performing shifts

ICICI BANK LIMITED, New Delhi, India

Private Banker

Nov 2007 to July 2009

Launched the Private Banking business for ICICI Bank, India's largest private sector bank with assets size of ~\$400 Bn. Managed a personal book of \$170 million. Oversaw collective AUM of \$350 million.

HANSUTTAM FINANCE LIMITED, DRC and Gabon, Africa

Senior Associate

Feb 2007 to Nov 2009

India based \$1 Bn investment advisory firm extending expertise to institutional investors across Asia and Africa.

- Instrumental in raising \$100 million for mass transit project and \$150 million for forestry project in Congo and Gabon.

CITIGROUP CORPORATE & INVESTMENT BANK, New Delhi, India

Associate

Jun 2005 to Feb 2007

Citigroup is leading global financial institutions with asset size > \$1.3 trillion.

- Provided Trade Finance and institutional banking solutions to 52 Fortune 500 clients.

HERO ITES, Gurgaon, India

Senior Officer

Sep 2001 to Jul 2003

Hero ITES is a leading call center in India with 4000 employees and \$250 million in annual revenues.

- Managed Transportation operations for 1200 employees across 24x7 operations.

Indian Navy, Kochi, India

Lieutenant, Assistant Engineering Officer

Jan 1994 to Aug 2001

- Led a Team of 45 sailors. Created an Inventory Management System to support management of > 30,000 SKUs

EDUCATION

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| • Master of International Business, Tufts University, Cambridge, USA | Aug 2009 – May 2011 |
| • Master of Management, Indian Institute of Technology, Mumbai, India | Jul 2003 – May 2005 |
| • Bachelor of Technology, Jawaharlal Nehru University, Delhi, India | May 1996 – Jun 2000 |