

# Sivakarthikes Kesavan



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## Profile

Results-driven operations professional with over 16 years of progressive experience in logistics and supply chain management at DHL Supply Chain Malaysia. Proven track record of advancing through roles from Operation Shift Leader to current position as Operation Manager, demonstrating strong leadership, process optimization, and team development capabilities. Adept at managing end-to-end warehouse operations, improving efficiency, and driving high-performance teams to exceed operational KPIs. Recognized for consistent contributions to operational excellence, customer satisfaction, and cost-effective solutions.

## Experience

### OPERATIONS MANAGER | DHL SUPPLY CHAIN | JANUARY 2023 – PRESENT

#### Strategic Operations Management

- Lead and oversee day-to-day operations in a high-volume 3PL environment, ensuring accurate and timely order fulfillment while meeting all client KPIs and SLAs.
- Act as the key operations advisor to senior management, identifying, resolving, and escalating complex issues to ensure business continuity.
- Drive continuous improvement initiatives to optimize workflows, eliminate inefficiencies, and enhance contract performance.

#### Financial & Contract Oversight

- Co-manage all contract financials with the Contract Manager, including budgeting, P&L oversight, cost control, and revenue enhancement.
- Identify and pursue additional revenue streams by strengthening customer relationships and proposing value-added solutions.

#### Team Leadership & Resource Management

- Lead and develop a large, diverse team of operational staff, fostering a high-performance culture through structured coaching, skill development, and career planning.
- Plan and allocate human and equipment resources effectively to support dynamic warehouse demands and ensure operational continuity.
- Represent the company professionally in client meetings, industry forums, and internal cross-functional engagements.

#### Compliance & Quality Assurance

- Ensure operational compliance with ISO 9001 and OHSAS 18001 standards, embedding best practices in quality, health, and safety across all functions.
- Coordinate and support internal and external audits, including corrective and preventive action planning.

#### Health & Safety Leadership

- Promote a strong health and safety culture, ensuring full compliance with workplace safety regulations and company policies.
- Conduct risk assessments, lead safety briefings, and implement initiatives to reduce incidents and maintain a safe work environment.

#### KPI & Process Optimization

- Monitor, report, and improve operational KPIs aligned with contractual obligations and business goals.
- Standardize and enforce operational processes to ensure consistency, quality, and client satisfaction across all service areas.

Leverage training and external courses to enhance personal and team capabilities in line with industry advancements.

## **OPERATIONS ASSISTANT MANAGER | DHL SUPPLY CHAIN | JANUARY 2019 – DECEMBER 2022**

### **Customer Relationship Management**

- Managed day-to-day customer engagement to ensure service standards were met and exceeded.
- Maintained strong partnerships with key clients, addressing issues proactively and identifying improvement areas for service delivery.

### **System & Audit Compliance**

- Provided guidance and technical leadership to ensure team proficiency in SAP ECC for warehouse operations.
- Successfully led teams through internal and external audits including QPA, ISO 9001:2015, OHSAS 18001, and CPLG, ensuring full compliance and continuous improvement.

### **Team & Performance Management**

- Supervised, coached, and mentored team leaders responsible for over 155 operational staff, fostering high morale and performance standards.
- Directed staff in all performance-related areas including training on safety, quality, and job responsibilities.
- Oversaw HR-related matters including welfare, OH&S, and disciplinary actions to maintain a safe, supportive workplace.

### **Operational Oversight**

- Led daily operations in Bonded Warehouse management involving inbound and outbound processing of capital tools.
- Coordinated with Royal Malaysian Customs for accurate declarations and endorsements (e.g., GPB AM, K8, K9), ensuring compliance with all regulatory requirements.
- Responded to off-hours operational incidents and emergencies to maintain service continuity.

### **Reporting & Continuous Improvement**

- Managed quarterly GPI (Global Performance Index) reporting to track and enhance operational performance.
- Continuously identified opportunities for efficiency improvements and cost savings.

## **OPERATIONS EXECUTIVE | DHL SUPPLY CHAIN | JANUARY 2017 – DECEMBER 2019**

### **Team Leadership & Coordination**

- Lead Led and supported a team of 75 operational staff, maintaining high morale, work discipline, and a positive team culture.
- Acted as the communication bridge between the workforce and management, ensuring smooth two-way feedback and timely resolution of issues.
- Oversaw daily warehouse operations, assigning tasks and ensuring alignment with customer SLAs and compliance requirements.

### **Systems & Reporting Expertise**

- Served as a subject matter expert in SAP ECC, utilizing the system for stock movement, reporting, and order processing.
- Developed and improved various reports and databases to analyze performance trends, identify bottlenecks, and support workflow optimization.
- Managed monthly KPI reporting, ensuring metrics were met and corrective actions were implemented where necessary.

### **Compliance & Audit Readiness**

- Ensured staff compliance with all health and safety protocols, regularly reviewing adherence to site standards.
- Supported and participated in successful internal and external audits, including QPA, ISO 9001:2015, OHSAS 18001, and CPLG.

### **Bonded & Regulatory Operations**

- Handled Bonded Warehouse processes, managing inbound and outbound activities for capital tools.
- Coordinated with Royal Malaysian Customs for declarations and endorsements including GPB AM, K8, and K9, ensuring regulatory compliance.

### **Project Support & Operational Improvements**

- Played a key role in the Smart Container Freezer project, supporting implementation and execution.

- Successfully led two warehouse migrations from Intel's in-plant facility to an external warehouse, ensuring seamless transition and zero service disruption.
- Maintained high standards in warehouse housekeeping and operational discipline, promoting an organized and safe environment.

## **OPERATION SUPERVISOR | DHL SUPPLY CHAIN | JANUARY 2014 – DECEMBER 2017**

### **Shift Operations & Site Setup**

- Oversaw inbound and outbound operations during assigned shifts, ensuring timely and accurate execution of warehouse activities.
- Entrusted with launching and managing the operations of a new site, handling setup, team coordination, and initial operational planning.
- Ensured smooth day-to-day operations through effective planning, task delegation, and real-time issue resolution.

### **Performance Monitoring & Improvement**

- Developed and implemented strategies to improve departmental KPIs and operational efficiency.
- Monitored departmental performance and operational processes, providing insights and updates to senior management.
- Maintained compliance with customer requirements and regulatory authorities, adjusting processes as needed.

### **Customer Engagement & Service Excellence**

- Acted as the first point of contact for internal customers, handling inquiries, service requests, and complaints promptly and professionally.
- Ensured all job functions were completed to required service levels and took proactive measures to address any gaps.
- Ensured documentation and job completion records were properly filed and easily traceable.

### **Inventory & Resource Management**

- Maintained appropriate inventory levels to support continuous operations and prevent shortages or overstocking.
- Liaised with internal departments to coordinate support for operational requirements and smooth execution.

### **People Leadership**

- Received and responded to subordinate feedback related to operational challenges, creating a supportive and open communication environment.
- Provided on-call support and attended to out-of-hours callouts, ensuring round-the-clock responsiveness when needed.

## **Accomplishment and Recognition**

### **2025**

- Customer Recognition for making Customer new project execution success.
  - Main Lead.
- Lead the redesigning of Scrap Process from Manual to fully automated system execution.
- Main Lead of Task Force for Scrap and Jabil process execution.

### **2024**

- Lead warehouse zoning project which covered the revamp and restructuring flow and processes that leads to significant impact to site profit and loss by end of 2024.
- Main lead to represent Warehouse dataset and analytics for Material Expiry Solution Synergy Task Force at Customer Site.
- Customer Recognition for making major data contributions to resolve major issues that impacted dollar value.
- Customer Recognition in reviewing and evaluating historical SAP movement codes which result incorporating their revamped reporting system and enabling them to finalize business requirements for their raw material traceability enhancement.

### **2023**

- Lead the redesigning of Exemption to have an automated mail sending system using Microsoft Power Automate

- Main Lead of DHL for Holistic Operations Transformation (HOT) Program.

## **2022**

- Lead the development comprehensive docking SOP for Kulim site using Microsoft SharePoint
- Lead the development Exemption process for incoming shipment

## **2021**

- Zero finding in ISO 9001:2015 and OHSAS 18001 audit
- Involved in all UAT test for warehouse system enhancement
- Successfully support warehouse migration process
- Handling new operation sites

## **Education**

**EXECUTIVE MASTER IN BUSINESS MANAGEMENT | JULY 2024 | UNIVERSITY MALAYSIA PAHANG**

**SIJIL PELAJARAN MALAYSIA | DECEMBER 1994 | SEKOLAH MENENGAH CHIO MIN**

## **Skills & Abilities**

- Warehouse Execution & Operations
  - Corporate First Choice Champion Training by DHL
  - Global Supply Chain Management by Training .com asia SDN BHD
  - Operations Simulations Programme by DHL
  - Line Manager Webex by DHL
- Team Leadership & Staff Supervision
  - Kursus Kepimpinan dan Pengurusan by Majlis Kelab Bell Belia Tamil Malaysia
  - Supervisory/Leadership programme by Callidus training strategy SDN BHD
  - Supervisory Training by DHL
  - Lead the Ship; Leadership Programme by CMA Cooperate Training
  - Certified OMS Champion by DHL
  - CSCS - Inclusive Leadership Silver– Practicing Inclusion by DHL
  - CSCS - Inclusive Leadership Program – Silver by DHL
  - CSCS - Talent Acquisition: Inclusive Hiring by DHL
  - CSCS - Leadership Essentials by DHL
  - CSCS - Talent Acquisition by DHL
- Data Analysis & Reporting
  - Microsoft Excel – Advanced by Info trek SDN BHD
  - Microsoft Excel 2007 – Customized by MCSB Systems (PG) SDN BHD
  - Microsoft Excel – Intermediate by Info trek SDN BHD
- Compliance & Risk Management
  - CSCS - Champions of Compliance by DHL
  - Phishing Awareness Training by DHL
  - Anti-Corruption - Core Compliance Curriculum by DHL
  - Code of Conduct - Core Compliance Curriculum by DHL
  - Competition Compliance - Core Compliance Curriculum by DHL

- Information Security Awareness by DHL
- Safety And Security
  - MHE battery Awareness & Checklist Training by Lotus Safety Consultant and Training
  - Emergency preparedness ERT Training on Theory & Practical by Lotus Safety Consultant and Training
  - SAFE Basics (Security Awareness for Employees) DHL

## References

Hemanraj Selvarajoo | Intel Warehouse Manager, Operations | Intel M | 016-4383687