

# KETAN GUPTA

Email: [ketan1722@gmail.com](mailto:ketan1722@gmail.com)

Mob: [REDACTED]

New York

## Program Manager/ Sr. Supply Chain Analyst

(PMP Certified)

LinkedIn: [REDACTED]

## SUMMARY

---

Performance-driven & PMP Certified 11+ years' experience professional in supply chain, inventory management, logistics, procurement, warehousing, and operations. An effective communicator and negotiator with strong analytical, problem-solving, leadership, and organizational abilities. Adept in methodologies like ABC analysis, EOQ, FIFO/LIFO, Lean Six Sigma, Reverse Logistics, Freight Management, Preventive Maintenance, RCA, Data Analysis, FMEA, RLB, Supply/Demand Planning, SAP ERP, SOP, Tableau, Kaizen, JIT, Kanban, SQL, EDI, S&OP, Cross Docking, 3PL, Project Management, & ARIS.

## PROFESSIONAL EXPERIENCE

---

### Program Manager/ Sr. Supply Chain Analyst - R&D

May 2021 – Feb 2024

Meta (Facebook), USA

***Project: The project scope is to optimize the cost models & supply chain of AR/VR & portal products of Meta Reality Labs (FRL) Research to develop & deliver the next generation computing platform using breakthrough technologies ranging from entertainment, gaming, & education.***

- Captured, analyzed, & documented BOM costs, risks, opportunities, trends, & changes throughout all PLM stages.
- Worked with cross-functional teams to ensure that costs for key commodities are accurately collected and reported.
- Engaged cross-functionally with other researchers and engineers to develop concepts, BPMN std. business processes that advance the entire product pipeline across hardware, software, integration, infrastructure, and applications.
- Planned and executed market research leveraging eye-tracking for interaction with AR and VR technologies.
- Developed business processes using Lean Six Sigma & implemented cost metrics for resource utilization and storyboard.
- Performed fit-gap, cost-benefit analysis & generated data visualization reports using Power BI and Advanced Excel.
- Tracked actual costs vs. target to identify program deltas using pivot charts, tables, & corrective actions to resolve.
- Worked with PCE, OPM, CM, & GSM in developing supplier plan of record (SPOR).
- Created interactive presentations for multiple teams to analyze cost reduction and drive timely implementation.
- Managed aspects of the ERP supply chain, including product material purchase & shipping logistics using TMS.

### Project/ Program Manager III - Supply Chain

Nov 2020 – Mar 2021

Amazon, USA

***Project: The project scope is to determine & optimize middle-mile delivery costs on the relay load board (RLB), load conversion, & cost optimization based on set KPIs. The project focuses on analyzing the pricing journey based on pre-defined models.***

- Created & implemented business processes for data improvements to the client's transportation network using TMS.
- Created program reports and dashboards using Power BI and MS Excel with VLOOKUPS and formulas for large datasets.
- Defined strategic roadmaps and impacts on stakeholders across operations, technology, and planning teams.
- Managed end-to-end ownership of business process mapping and requirements gathering, documentation, planning, and implementation of cost-effective solutions for client transportation networks.
- Analyzed KPIs & drivers across nodes to tailor engagement based on customer experience risks & technology utilization.
- Captured business requirements for material purchases using ERP and inventory management for high-demand items.
- Performed root-cause analysis using data and created metrics-driven presentations and actionable solutions.
- Designed new processes & pricing models aimed at improving efficiency & driving change across the organization.
- Created pricing journeys for one-way and tour loads to analyze conversions & costs of AZ fleets for multiple domiciles.
- Analyzed and adjusted guardrails based on model cost and DAT rates, improving load conversions using TMS.
- Resolved performance disputes of Amazon carriers for on-time delivery, acceptance, disruption-free, and app usage.

**Sr. Business Analyst/ Project Manager**

**Jun 2020 – Nov 2020**

**GenMinds – Gilead Sciences Inc., USA**

- Managed day-to-day PM IT project activities like scope, cost, schedule, issues, risk tracking, and vendor management.
- Collaborated with business owners to understand ERP enhancements needed and design and implement solutions.
- Conducted market research, project planning, and status meetings with assigned IT business staff resources.
- Performed Risk Analysis using Power BI and Quality Management Plans, Milestones, and Change Controls on projects.
- Conducted techno-functional requirements analysis and transitioned vendor management capabilities in operations.
- Executed RFP analysis, benchmarking, presentation/negotiation, & vendor supply management (RFX).
- Created BPMN standard level-5 process flow diagrams of critical processes to streamline logistical operations.

**Business Analyst/ Project Manager – Supply Chain**

**Jul 2017 – Jun 2020**

**Metropolitan Transportation Authority NY, USA**

***Project 1: The project scope is to document the current AS-IS business processes of the central warehouses, mains, & satellite stores of MTA & bridge the gap between supply chain operations & systems. The project also aims to design cost-effective TO-BE business processes and develop & implement the upcoming Infor ERP system software for inventory management.***

- Documented 30 business processes like receiving, kitting, requests on stores, binning, manifesting, & quality inspection of the MTA buses & subways division, identified KPIs, & proposed cost-effective solutions for TO-BE business processes.
- Optimized supply chain efficiency through a linear programming model & logistics planning by minimizing variability, carrying costs, & eliminating errors at the central warehouse, mains, & satellite stores.
- Conducted market research & reduced supply chain costs by 30% by implementing JIT, space management, streamlining ERP inventory, bill of lading, ordering process, supplier consolidation, and minimizing returns using SAP & TMS.
- Utilized demand management to control and track business unit requirements and internal purchasing operations, manage inventory levels and safety stock, and eliminate waste using Lean Six Sigma methodology.
- Acquired material based on labor hours, wages, overheads, and costs as per the Federal Acquisition Regulation contract.
- Conducted pareto, what-if, & cost-benefit analyses of NYCT vendors & assisted in the vendor rationalization process.
- Performed ABC analysis by categorizing inventory into critical and non-critical depending upon unit price and usage, which reduces the carrying cost by 30% and storage cost by 25%.
- Created project deliverable documents like GANTT charts & burndown charts for the projects per the MySDLC guidelines.

***Project 2: This project's scope is to replace the Material Management System (MMS) and investigate the possible replacement of the Commodity Management System (CMS) of New York City Transit. MMS currently runs on the mainframe and will be the last remaining mainframe once Automatic Fare Collection (AFC) is replaced by the smartcard.***

- Interacted with stakeholders, managed stakeholder responsibilities, and ensured the business requirements were captured, documented, maintained, and met throughout the project's life.
- Executed pick, pack, manifest, and bill of lading processes for regular cargo and fast-moving items across MTA locations.
- Gathered, analyzed, & managed requirements & created context diagrams, use cases, and DFDs using MS Visio & ARIS.
- Collected data & information on supply chain operations from TALON & provide the current status to the users.
- Imported KPI data using SQL and created a logistics dashboard using Power BI and Advanced Excel with conditions.
- Designed and populated specific table databases for data collection, querying, tracking, and reporting using SQL.
- Created RFP and RFQ (RFX) documents of critical supply chain requirements across agencies using services procurement.
- Facilitated various JAD sessions and managed the change management process, keeping track of all the change requests.
- Created interactive PowerPoint slides and presented them to the senior leadership with quantitative metrics.

***Project 3: This project's scope is to determine, analyze, & document all aspects of inventory planning, forecasting, procurement analysis, & identifying operational needs across MTA locations & inventory dynamics. The project also focuses on adjusting & completing forecasts at regular intervals in the commodity management system based on the production plan.***

- Analyzed historical data, BOMs forecast, and inventory to support production and meet customer demand.
- Combined records from 2 or more tables based on their commonalities using SQL (Full, Inner, Left, Right Join).
- Conducted Pareto Analysis to determine the cost of inventory levels (unit price \* forecast) across MTA locations.
- Performed inventory calculations like min. stock levels, re-order point, trigger point, & re-order quantity using ERP.
- Merged data from a source result set to a target table based on the conditions using SQL's Insert, Update, & Delete.
- Facilitated requests for adds or changes to the Master Data Management (MDM) subject areas (new fields/list of values).
- Streamlined procurement by reducing manual tasks, delays, and errors using SAP Ariba.

**Supply Chain Analyst**

**Feb 2017 – Apr 2017**

**Ericsson, USA**

- Increased profitability by approx \$11.5M & reduced overall sourcing spend for Regional USA by proposing sourcing ideas.
- Collected & analyzed transportation cost data and created reports using Tableau to measure KPIs and reporting needs.
- Combined the result set of two or more SELECT statements using the SQL Union Operator.
- Conducted RCA, Pareto Spend, & Cost-Benefit Analysis of 9 business clusters & identified key contributing vendors.
- Optimized shipment routes, replenishment schedules, & increased the percentage of truck utilization from 55% to 85%.
- Analyzed the cause of high marketing & communication spend and established the risk mitigation plan to overcome it.
- Performed data analysis using MS Excel & identified vendors with low savings returns, which resulted in 10% cost savings.

**Supply Chain Analyst**

**Oct 2016 – Feb 2017**

**Compass Group (UTD), USA**

- Reconciled & analyzed the physical inventory with the stock in the system using SAP Ariba, VLOOKUP and pivot tables.
- Reduced inventories shrink levels from 3.8% to under 1.0% of COGS and maintained shrink percentages using ERP.
- Arranged identical data into groups using Group-By Statement (COUNT, MAX, MIN, SUM) & sorted data using Order-By.
- Created standard operating procedures (SOP) for material handling, cleaning (Batch/Product Changeover) & blank runs.
- Maintained & reported inventory data, including stock accuracy, cycle counts, EOQ, reorder level & inventory turnover.
- Created visualization for logistics, departmental spending analysis of material purchases and inventory utilization.

**Supply Chain Manager/Sr. Analyst**

**Feb 2014 – Aug 2015**

**Hindustan Cargo Limited, India**

- Used POS history, forecast, and Health Distribution Center inventory position to anticipate monthly shipment volume.
- Acquainted in designing and developing supply chain reports & dashboards for data visualization using Tableau.
- Negotiated inbound/outbound freight with carriers, 3PL, & substantially reduced \$42K in international freight expenses.
- Performed root cause analysis of logistics which increased the throughput by 15% & improved customer service.
- Managed department inventories to identify excesses, in-fluctuations, and unusual activities that resulted in redeployment and/or disposal of materials to optimize the inventory plan.
- Efficiently handled wide-ranging accounts, including cross-docking, airway bills, BOL, letter of credit, 3PL, import/export documentation, customer & vendor relations, tariffs, inventory, and procurement of supplies & equipment using TMS.

**Supply Chain Analyst**

**Jul 2010 – May 2012**

**Srishti Hospital, India**

- Performed ERP price analysis of vendor quotes & determined cost-effective suppliers which increased 25% profitability.
- Identified & analyzed processes, cost-driven factors, and KPIs through Pareto analysis and reduced 20% logistics costs.
- Developed and implemented a cost-effective transportation plan using TMS and reduced shipping costs by 25%.
- Executed kaizen for a drug-inventory management system to reduce waste by 34% and eliminate backorders.
- Provided the necessary materials for clinical trial master files to appropriate clinical team members.
- Performed qualitative and quantitative market research for pharmaceutical dosage forms.

**Cipla Pharmaceuticals Limited, India**

- Managed RFX analysis, negotiation, and compliance for 3PL contracts and rates, overseeing their implementation.
- Created distribution models for anti-depressants, anti-HIVs, antacids, and cardiovascular drugs across mfg. units.
- Handled pharma equipment qualifications (IQ, OQ, & PQ) for their installation, performance & managed change control.
- Proactive and continuous risk management of the E2E clinical supply chain (backup countries, inventories, shelf life, etc.).
- Collaborated with operations & clinical supply group for capacity planning, safety stock, lead time, & waste management.
- Proficient in developing the CMC pre-formulation and formulation of APIs and additives based on dosage forms.
- Created mfg., cleaning, and validation SOPs for pellets, capsules, and the packaging department based on cGMP norms.
- Collaborated with shippers, 3PL, and carriers using TMS to ensure timely delivery & avoid detention or demurrage.
- Reduced turn-around time of pharmaceutical operations by 24 hours by implementing Kaizen, Kanban, & 5S tools.

**SKILLSET**


---

General	:	MS Word, Excel, PowerPoint, Outlook, Amazon BlueJeans
Supply Chain	:	Oracle ERP/ APO, SAP, Fishbowl, SQL, RLB, FMC, GCC, AZ Relay, Chime, Quip, TMS, WMS
BA/ PM Tools	:	MS Project, MS Visio, ARIS, ETL, EDI
Dashboard & Reporting	:	Tableau, Power BI, Excel, CRM Salesforce (Pardot), Alchemy

**EDUCATION**


---

<b>M.S., Information Technology with Honors</b>	:	<b>University of The Cumberlands</b>	<b>Dec 2021</b>
<b>M.S., Supply Chain Management</b>	:	<b>The University of Texas at Dallas</b>	<b>May 2017</b>
<b>MBA/ PGDM, International Business</b>	:	<b>Balaji Institute of International Business</b>	<b>May 2014</b>
<b>Bachelor of Pharmacy</b>	:	<b>Rajiv Gandhi Proudhyogiki Vishwavidyalaya</b>	<b>Jun 2009</b>

**CERTIFICATIONS**

- 
- PMP Certified (PMI), FDA – Prescription Drugs Regulation, Cost & Access: Current Controversies in Context (Harvard University), Certified in Transportation & Logistics (APICS), Contracting, Sourcing & Negotiation (UTD), QMS (UTD)

**PUBLICATIONS**

- 
- Google Scholar - <https://scholar.google.com/citations?user=hVxBt08AAAAJ&hl=en>

**PATENTS**

- 
- CardioRespi Monitor: A Smart Device for Measuring Heart Rate and Respiratory Rate – Design No. 381429-001
  - ML & Data Science Based Big Data Analytics of Patients Suffering from Lungs Cancer – IN Patent Published, Jul 2022
  - Designing an Automated IoT-Based High-Density Quick Response Inhalers for Chronic Inflammatory Lung Disease – IN Patent Published, Sep 2022

**PROFESSIONAL MEMBERSHIP**

- 
- Senior Member – IEEE (**Member# - 98378999**)