

TAYYAB BAIG
Jaitpur Part-2, Masjid Colony, South Delhi – 110044
Contact: 7819024183
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Professional Summary

Dynamic and detail-oriented operations professional with 5+ years of hands-on experience in last-mile logistics, fleet operations, and team leadership. Proven track record of managing large rider fleets, planning shift schedules, ensuring on-time deliveries, and driving SLA adherence across South Delhi. Strong analytical mindset, tech-savvy, and highly effective in workforce management and ground-level execution.

Core Skills

- ✓ Fleet & Rider Management
 - ✓ Shift Planning & Attendance Tracking
 - ✓ Delivery SLA Monitoring
 - ✓ Rider Productivity & Efficiency Tracking
 - ✓ Field Ops & Hub Coordination
 - ✓ Excel Reporting & Rider Incentives
 - ✓ Hiring, Training & Attrition Control
 - ✓ RTO & NPS Management
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Professional Experience

Franchise Central Lead – Zepto
June 2023 – Present | Delhi NCR (Pan India Scope)

- Managed partner-level operations across multiple franchise stores Pan India.
- Trained field teams and ensured rider process adherence at the ground level.
- Coordinated rider shifts, attendance, leave tracking, and login compliance.
- Implemented SOPs around NPS, POD, RTO, grooming, and incentive models.

Senior Team Leader – Blinkit
June 2020 – May 2023 | South Delhi

- Supervised a rider fleet of 100+ delivery partners across multiple zones.
- Handled shift allocation, late login follow-ups, attendance and performance.
- Reduced delivery delays and improved SLA adherence through field audits.
- Resolved operational escalations, coordinated with store & warehouse teams.

Team Leader – Amazon Pay
Jan 2019 – May 2020 | U.P. West

- Managed territory-wise merchant visits and supported onboarding workflows. Built relations with local businesses for UPI and payment tool adoption.

Education

Bachelor of Business Administration (BBA)
Chaudhary Charan Singh University, Meerut

Certifications

- Advanced Diploma in Computer Applications
 - Leadership & Team Management
 - Logistics & Supply Chain Management
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Tools & Tech

- MS Excel (Attendance, Roster, Reporting)
 - Google Sheets
 - Rider Apps (Marvin Leads, Zepton, etc.)
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Personal Details

- Father's Name: Mr. Mohammad Naeem
 - Date of Birth: 10th July 1990
 - Gender: Male
 - Nationality: Indian
 - Marital Status: Married
 - Languages Known: English, Hindi, Urdu
 - Hobbies: Listening to music, networking, and making new friends
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Declaration

I hereby declare that the information provided above is true and accurate to the best of my knowledge and belief.

Date:
Place:

(TAYYAB BAIG)