

# DHRUV KHANDELWAL

Transformation-Focused Logistics Leader | P&L Owner | AI-Driven Operational Innovator

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Transformation-focused logistics leader with 17+ years' experience scaling and turning around business units across India and internationally. Proven record deploying cross-functional transformation offices, building robust program governance, and driving AI-enabled operational improvements in supply chain and inland logistics (FTL, PTL, warehousing, multi-region expansion). Expert at market entry, strategic stakeholder engagement (including government and regulatory), and designing go-to-market strategies aligned with enterprise transformation agendas.

## SKILLS

- Venture Building & Innovation Management
- B2B Sales & GTM Strategy
- Stakeholder Management
- AI-Powered Business Process Solutions
- Strategic Consulting & Partner Engagement
- Cross-Functional Team Leadership
- Market Intelligence & Trend Analysis
- Client Relationship & Contract Management
- Policy & Regulatory Engagement
- Tech Enabled Business Transformation
- Negotiation
- Revenue & Profit Target Achievement
- Startup Scaling & Turnaround
- Project Governance
- Process Excellence & Operational Efficiency
- Territory & Customer Mapping

## CAREER RECITAL

**Strategy Management Consultant** | Global Logistics EV, AI

September 2023 – Present

Providing expert advisory to international logistics firms (Middle East, Africa, Europe) on launching and optimizing last-mile delivery business vertical, encompassing regulatory compliance, local partnership strategies, and advanced tech stack alignment. Spearheading AI automation initiatives and strategic pivots for global and Indian firms.

- Advised international logistics firms (Middle East, Africa, Europe) on launching and optimizing last-mile delivery operations, emphasizing regulatory compliance and advanced tech stack alignment.
- Delivered actionable insights on sales process improvements and key account management effectiveness to support client revenue growth.
- Engineered and deployed bespoke AI-powered workflow tools for logistics companies, achieving approximately 40% reduction in manual redundancies and accelerating data-driven decision-making.
- Advised on warehouse marketplace pivots and developed robust growth strategies resulting in multimillion-dollar revenue increases for client firms.
- Led growth strategy and AI-powered solution rollouts for global logistics and EV startups; repositioned multiple ventures into market-leading roles.
- Delivered business model innovation, B2B sales enablement, and multi-region partnership building across EMEA and Asia.

Recruited to lead the complete turnaround of a struggling transportation and warehousing division, with full P&L responsibility. Successfully re-engineered operations and aligned strategic initiatives with corporate goals to achieve sustained profitability and growth.

- Set up and led a divisional transformation program, establishing project governance frameworks for operational turnaround.
- Transformed the division from loss-making to a profit center within one year, delivering ₹60 Cr. FTL revenue at 8-10% GM and ₹40 Cr. PTL/WH revenue at 20-25% GM annually.
- Owned P&L and end-to-end operations for Full Truckload (FTL), Part Truckload (PTL), and 4 warehouses, standardizing SOPs and optimizing space utilization.
- Grew top-10 client wallet-share by 22% YoY through hands-on Quarterly Business Reviews (QBRs) and data-backed upsell strategies.
- Spearheaded the adoption of an advanced procurement platform, reducing manual scheduling by 35% and boosting on-time dispatch by 18%.
- Led multi-stakeholder collaboration across sales, operations, procurement, and technology—ensuring on-ground execution without business disruption.
- Lifted Net Promoter Score (NPS) from 24 to 45 by linking team OKRs to customer scorecards and implementing fortnightly feedback huddles.

Co-founded & built, scaled, and monetized a tech-enabled logistics platform: led all aspects of go-to-market, enterprise B2B sales (₹100 Cr+), consulting partnerships, and high-stakes negotiations with large corporates and global service providers.

- Directed cross-functional teams in the design and rollout of proprietary ERP/TMS and go-to-market models for national and UAE expansion.
- Anchored development of business cases for technology investments and led milestone reviews with investors and corporate partners.
- Secured over \$4M in equity and debt funding; scaled the business to ₹100 Cr. annual revenue in 3 years with sustained 200% YoY growth.
- Led development and implementation of proprietary systems—reducing Days Sales Outstanding from 120 to 45 days via ML-driven collections.
- Managed international expansion, securing AED 9M in contracts within 6 months and deploying 2,000+ SCVs and 80-100 trucks daily.
- Pioneered the integration of EV logistics, incorporating IoT solutions and battery swapping to enhance sustainability and efficiency.
- Secured, implemented, and scaled strategic alliances, enabling entry into new markets and delivering over 40% efficiency gains via technology-led optimization.

Conceptualized and launched the world's first online marketplace for alcohol delivery in 2012, pioneering an unprecedented e-commerce retail model for a unique product category and navigating complex regulatory landscapes.

- Successfully demonstrated proof of concept, influencing subsequent global online alcohol delivery platforms like Drizly (later acquired by Uber for \$1.1 billion).
  - Innovated a seamless ordering and delivery process by integrating real-time tracking and rapid fulfillment systems, maintaining an Average Order Value (AOV) of ₹2,100 across five cities.
  - Designed a scalable technology architecture to support high-volume transactions while ensuring data privacy and regulatory compliance.
  - Established and managed critical partnerships with licensed retailers to ensure operational sustainability and market viability.
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## **SCHOLASTICS**

**2010 Masters of Business Administration (MBA), Finance** | University of Bridgeport, Connecticut, USA (GPA 3.4/4)

\* Graduate Assistant, Bursar's Office (June 2009 – May 2010)

\* Delegate, Model United Nations (August 2008 – January 2009)

**2004 Bachelor of Commerce** | KCMT, Bareilly, India

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## **ADDITIONAL INFORMATION**

- Extensive stakeholder engagement, including government, regulatory authorities, and private logistics partners throughout operational leadership roles.
- Demonstrated ability to build, lead, and scale cross-functional teams across fast-growth and turnaround environments in India and abroad.
- High energy, proactiveness, and strong customer orientation with professionalism in outlook.
- Proven coaching skills to motivate and build sales teams aligned with strategic goals.