

KRISHNAM RAJU THIRUMALA

Senior Manager, Warehouse Technology | Manhattan WMS | Automation | DC Integrations

Lean Six Sigma Black Belt | CSCMP Atlanta Board Member | Georgia Tech MBA

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EXECUTIVE SUMMARY

Warehouse Technology and Supply Chain Engineering leader with 20+ years of experience delivering, stabilizing, and scaling Manhattan WMS / WMOS, OMS, automated fulfillment, and DC integration platforms across global retail, wholesale, and e-commerce distribution environments. Experienced leading multi-DC warehouse technology roadmaps, DC cutovers, automation integrations, 24x7 production operations, vendor squads, offshore teams, and cross-functional programs that improve throughput, cycle time, WMS uptime, fulfillment reliability, and operational visibility. Hands-on experience with TGW-comparable automation platforms including SwissLog CarryPick, Exacta WCS, and Locus Robotics, along with WMS–OMS–ERP integration, ETL, SOA, Java, Python, Oracle, DB2, Agile delivery, UAT, release governance, incident response, and Lean Six Sigma process improvement. Proven record delivering 15% throughput improvement, ~10% order-to-ship cycle time reduction, ~20–25% downtime reduction, and 30% incident reduction.

CORE COMPETENCIES

Manhattan WMS / WMOS Leadership | Warehouse Technology Strategy | Automated Fulfillment / ASRS Integration
DC Operations & Fulfillment Execution | WMS–OMS–ERP–TMS Integrations | Omnichannel Fulfillment
Warehouse Automation: SwissLog, Exacta WCS, Locus Robotics | Carrier & Labeling Integrations | 24x7 Production Support
Incident Response, Runbooks & RCA | Observability, Dashboards & Telemetry | Peak Readiness & Platform Stability
API / SOA / ETL Integration Patterns | Messaging & Event-Driven Integrations | Oracle, DB2, Java, Python
DC Cutover, Decommissioning & 3PL Readiness | Vendor, SI Partner, SOW & SLA Management | Executive Communication

PROFESSIONAL EXPERIENCE

Saks Global (Saks.com) — e-Commerce Fulfillment & Distribution Operations

Manager, WMS & Supply Chain Applications • October 2023 – Present • North America

- ▶ Led warehouse technology initiatives across multi-DC e-commerce fulfillment operations, partnering with DC Operations, IT, engineering, offshore teams, and vendors to improve WMS reliability, fulfillment execution, throughput, and order-to-ship performance.
- ▶ Directed two DC decommissioning and consolidation initiatives across TNDC and PADC, translating operational dependencies into WMS configuration changes, cutover plans, integration readiness, UAT validation, release readiness, incident response, runbooks, peak-volume stability, and production support.
- ▶ Supported SwissLog CarryPick, Exacta WCS, Locus Robotics, Manhattan WMS, ETL, BI, and data governance touchpoints across multi-DC fulfillment operations; contributed to 15% throughput improvement, ~10% order-to-ship cycle time reduction, ~20% downtime reduction, and stronger operational visibility for warehouse execution.

Nike Inc. — Global Distribution Centers (EMEA • NA • APAC)

Principal Consultant, Supply Chain Technology via Wipro Limited • October 2018 – October 2023 • Global

- ▶ Led enterprise-scale Manhattan WMS optimization across EMEA, North America, and Japan DC operations, partnering with operations, engineering, and vendors to improve WMS stability, inventory visibility, fulfillment execution, and incident response; architected WMS–OMS–automation integrations across Manhattan WMS, IBM Sterling OMS, Oracle, and warehouse execution systems using scalable integration patterns, reducing production incidents by ~30%.

WMS Solutions Architect via S3 Group India LLP • June 2017 – October 2018 • EMEA / NA / APAC

- ▶ Led design and stabilization of Manhattan WMS configurations across Nike's EMEA, North America, China, and APAC logistics centers, aligning WMS architecture with pick, pack, inventory, replenishment, and shipping workflows while establishing scalable integration standards that improved reliability, consistency, and DC uptime.

Technology Lead, WMS Operations via *eMaestro Technologies, Inc.* • April 2016 – June 2017 • North America

- ▶ Managed 24x7 production support for Nike’s Manhattan WMS environment, leading incident response, root cause analysis, release validation, and operational continuity; engineered monitoring scripts, runbooks and support processes that reduced downtime by ~25% and improved uptime to 99.9%+ benchmarks.

Estee Lauder Inc. — EMEA

Principal Consultant, Supply Chain Technology via *Wipro Limited* • February 2019 – October 2019 • EMEA

- ▶ Led legacy WMS migration and modernization for Estée Lauder’s EMEA distribution operation, coordinating warehouse operations, business stakeholders, technical teams, and support partners across risk assessment, integration testing, knowledge transfer, operational readiness, and zero-downtime cutover to ensure fulfillment continuity.

Walmart • Lowe’s • Staples • Avon — Fortune 500 Supply Chain & Retail Clients

Technology Lead / Senior Systems Analyst via *Infosys Limited* • December 2005 – April 2016 • Global / North America

- ▶ Delivered WMS, OMS, and fulfillment technology solutions across large-scale retail and distribution environments including Walmart, Lowe’s, Staples, and Avon, supporting warehouse execution, order routing, inventory visibility, production stability, and omnichannel fulfillment operations.
- ▶ Supported Manhattan WMS, IBM Sterling Commerce OMS, multi-channel fulfillment, order routing, inventory visibility, and warehouse execution across retail, wholesale, and e-commerce fulfillment models.
- ▶ Partnered with operations and technology teams across requirements analysis, functional design, technical specifications, SDLC, UAT, production support, and post-launch stabilization.
- ▶ Built ETL pipelines, middleware integrations, and data warehouse solutions using Teradata, Oracle BI, DB2, and related technologies; supported Lowe’s flexible fulfillment, Staples omnichannel platforms, and Avon warehouse operations to improve routing accuracy, fulfillment visibility, reporting reliability, and system stability.

EDUCATION

Master of Business Administration (MBA) — Global Business — Scheller College of Business, Georgia Tech | 2025

Bachelor of Technology — Mechanical Engineering — Sri Venkateswara University | 2004

CERTIFICATIONS & AWARDS

- ▶ **ICF Associate Certified Coach (ACC)** (Feb 2026)
- ▶ **Lean Six Sigma Black Belt (LSSBB)** — Process excellence, waste elimination & cycle time reduction (Dec 2025)
- ▶ **McKinsey & Company — Forward Program** (Dec 2024)
- ▶ **Inside LVMH Certificate** (July 2024)
- ▶ **Product Management Foundation — Institute of Product Leadership** (Nov 2021)
- ▶ **Wipro League of Honor — Domain, Consulting & Knowledge Management** (Award Winner, 2021)

TECHNOLOGY STACK

Warehouse Platforms: Manhattan WMS / WMOS, IBM Sterling Commerce OMS, Multi-Channel Fulfillment

Warehouse Automation: SwissLog CarryPick, Exacta WCS, Locus Robotics, WCS / automation integration

DC Processes: Waving, picking, packing, shipping, replenishment, inventory movement, cycle counting, slotting support, order routing, returns support

Integration Architecture: APIs, SOA, ESB-style integration, ETL pipelines, middleware, WMS–OMS–ERP–TMS integration, data contracts, operational reporting

Databases: Oracle, DB2, Teradata, relational data modeling, query analysis, reporting reliability

Programming: Java, Python, XML, COBOL, JCL

Analytics & Observability: Tableau, Power BI, R, monitoring scripts, operational dashboards, incident trend analysis

Delivery Methods: Agile, SDLC, UAT, release governance, change management, production support, Lean Six Sigma

BOARD & COMMUNITY LEADERSHIP

Board Member — CSCMP Atlanta Chapter (Council of Supply Chain Management Professionals): Active contributor to industry programming, executive networking, and supply chain thought leadership for the Atlanta metro region.

Sustainability Fellow — Georgia Tech MBA: Supported ESG reporting and sustainability strategy mapping with CBRE.

Project Coach — 3DE Schools: Mentoring students through project-based business and leadership curriculum.

Volunteer — Habitat for Humanity: Community home construction and repair.