



## **Flipkart Supply Chain Operations Academy (SCOA) plans to upskill 16,000 candidates by 2025 to build eCommerce ready workforce**

*Academy has trained and certified 3,000 candidates in 2024, including 600 women, equipping India's youth with e-commerce skills to drive inclusive growth and meet industry demand for a qualified workforce*

**Bangalore – December 12, 2024: Flipkart, India's homegrown e-commerce marketplace, established the Supply Chain Operations Academy (SCOA) in 2021** as a pioneering initiative to train and certify e-commerce supply chain personnel. SCOA provides free, industry-relevant training to young people from underserved local catchment areas to assist them in succeeding in the rapidly increasing e-commerce sector and strengthening the local supply chain ecosystem. **SCOA has trained over 3,000 candidates in 2024, with 20% women, illustrating Flipkart's commitment to skill development, diversity and inclusion.** Participants get real-world operational skills through a 45-day hands-on experience at Flipkart facilities and online classroom sessions.

The specific program reaches the local catchment youth, women, eDAB (persons with disabilities), defense personnel, and people of the transgender community, to improve their employability within the e-commerce sector.

**Hemant Badri, Senior Vice President and Head of Supply Chain, Customer Experience, and Re-Commerce, stated,** *"Flipkart is firmly committed to aiding millions of local companies on their e-commerce journey and contributing to the country's inclusive economic growth. **The Supply Chain Operations Academy (SCOA)** seeks to provide students and prospective professionals with useful skills relevant to professions in e-commerce, retail, and warehousing. The initiative is dedicated to providing India's youth with the skills required for the rapidly developing e-commerce sector. This program not only changes people's lives, but it also shapes the industry's future by directly addressing the urgent demand for a qualified workforce."*

SCOA offers youth the option to upskill without financial obstacles, making professional development accessible to all. Flipkart manages the curriculum, which provides a thorough and intensive learning experience customized to the industry's dynamic demands. SCOA provides participants with industry-relevant skills, allowing them to gain experience in diverse e-commerce domains that suit their interests. The curriculum now includes a Warehouse Associate Training Module, which prepares students for essential operational positions such as Picker, Putter, Packer, Segregator, Sorter, Quality Check Executive, Data Entry Operator (DEO), and Issue Resolution Executive. This holistic approach aims to ensure that trainees are prepared to handle the changing demands of the e-commerce supply chain sector while also increasing the talent pool for one of India's fastest-growing businesses.

Over the years, Flipkart has trained thousands of its supply chain employees across the country, which has helped them upskill themselves and find meaningful employment opportunities.



## **About the Flipkart Group**

The Flipkart Group is one of India's leading digital commerce entities and includes group companies Flipkart, Myntra, Flipkart Wholesale, super.money, and Cleartrip.

Established in 2007, Flipkart has enabled millions of sellers, merchants, and small businesses to participate in India's digital commerce revolution. With a registered user base of more than 500 million, Flipkart's marketplace offers over 150 million products across 80+ categories. Today, there are over 1.4 million sellers on the platform, including Shopsy sellers. With a focus on empowering and delighting every Indian by delivering value through technology and innovation, Flipkart has created thousands of jobs in the ecosystem while empowering generations of entrepreneurs and MSMEs. Flipkart has pioneered services such as Cash on Delivery, No Cost EMI, Easy Returns, and UPI. These customer-centric innovations focus on enhancing digital payment offerings for all customers while making online shopping more accessible and affordable for millions of Indians.

For more information, please write to [media@flipkart.com](mailto:media@flipkart.com)