**Career Objective:**

To work in a conducive environment for reputed organization which provides opportunities to learn & enhance work skills, that will help me grow & excel my career to contribute positively towards organizational growth. Dynamic position with scope for upward mobility and long term stability.

**PROFESSIONAL SUMMARY:**

* 3 plus years of experience in marketing.
* Handy experience in MFGPRO, Seibel CRM and Lotus Notes.
* Masters in Supply Chain Management.
* Excellent **written communication skills** in **business correspondence**.
* Excellent **verbal communication** skills in **English**.
* Use of MS Office programmes: Power Point, Word, Excel and Outlook.
* Good team handling skills.
* Willing to accept any assigned task, burning desire for success.
* Highly motivated with positive mental attitude, excellent communication and presentation skill.
* Excellent team worker and work well independently. Capable of working under stress and on deadlines.
* Quick learner, flexible with plenty of initiative and good interpersonal relations.

**TOTAL WORK EXPERIENCE SUMMARY:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Company Name** | **Country** | **Position** | **Period worked** | **No. of years** |
| 1. | **Eaton Technologies Pvt. Ltd.** | India | Customer Support Representative | July – 2013  To  Sept - 2015 | 2 years  &  2 months |
| 2. | **Johnson Enterprises** | India | Purchase Executive | June - 2012  To  June - 2013 | 1 year |

**DETAILED WORK DESCRIPTION:**

Employer : **Eaton Technologies Pvt. Ltd.**

Location: Pune, Maharashtra - India

Designation : Customer Support Representative

Duration : July 2013 – September 2015

**ROLES & RESPONSIBILITIES:**

* Process customer quotation.
* Process Purchase Order in MFGPRO system.
* Expedite and De-Expedite the order as per customer request.
* Process Quote in Siebel system to set up the new part.
* Work with the pricing team to provide price of the part as per the ordered quantity.
* Follow up with the carrier to deliver the goods at right time.
* Responsible to assure proper delivery of the parts.
* Work on the Return Material Authorization process. (Lotus Notes)
* Dealing with buyers, master schedulers, planners to resolve order Management queries.
* Work with multiple organizational agencies (Requestors, Accounts Payable, and Invoice Resolution) to address and resolve supplier invoice on payment holds by prioritizing on aged hold.
* Prepare daily Report on Open Order, Past Due Order, Suppliers performance and Shipping.
* Work on Request for Part set up Report.
* Support continuous improvement activities and best practices across the team members to achieve better efficiency.

Employer : **Johnson Enterprises**

Location: Pune, Maharashtra - India

Designation : Sales & Purchase Executive.

Duration : June 2012 – June 2013

**ROLES & RESPONSIBILITIES:**

* Procurement of materials- Coordinate and negotiate with parties for procurement of materials as per quality parameters with cost effectiveness & enhance customer satisfaction
* Quality check of materials- Settle Rejected quality deviation material to ensure timely payment to the party.
* Ensure material availability- Negotiate coordinate & follow-up for materials/machineries so as to ensure the availability of material.
* Making Purchase Order.
* Making Purchase Requisition.

**PROJECTS / TRAININGS**

* Understanding customer requirements through Customer relationship management module.
* Identify the potential customers from the given data base and counsel the organisation on ways of converting them to loyal customers.
* Inform all existing customers about the new products launched, new features introduced and new schemes announced for customers.
* Attended time to time personal development training.

**ACHIEVEMENTS:**

* Played Basketball at the State Level representing our College during the year 2008.
* Awarded as best performer for a quarter in the year 2014.
* Participated in continuous improvement (Kaizen) project and initiated a process improvement.

**PERSONAL INFORMATION**

Gender : Male

Marital Status : Single

Date of Birth : June 04, 1992

Languages Known : English, Hindi, Marathi and Malayalam.

Nationality : Indian

**EDUCATIONAL QUALIFICATIONS**

* **Master in Business Administration** SCM (2015) IICMR, Pune (Pune University) with 59.97%.
* **Bachelor of Commerce** (2012) Spicer Memorial College, Aundh Pune (Pune University) with 57.75%.
* **10+2**from Maharashtra State Board (2009) with 59.00% (PCM).
* **10th** from Maharashtra State Board with 68.61%.

**Additional Certificates**

* Certificate Course in Computer Literacy (MS Office).
* Certificate Course in Tally 9.0ERP.

I hereby declare that all the information furnished above is true to the best of my knowledge.



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