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***Objective:***

Branch level / country level assignments in an Organization and environment that allows me to fully express my creative abilities & capabilities to work with and as a part of a dynamic team to solve challenges and continuously improve as a professional. To work in a dynamic technological landscape, to contribute my employer’s interests and goals by leveraging my education and past experience. Deliver to the best of my ability towards the growth and development of a progressive company. To fully use my interpersonal and academic skills to pursue a challenging and rewarding career.

Areas of Proficiency

* Results-oriented Employee with 4+ years of experience in OpEx (Operational Excellency), customer service, orientation, retention & supply chain/Logistics/Warehousing.
* Focused leader proven successful guiding team.
* Adaptable and flexible problem solver with the ability to anticipate and prompt issues and to solve crises with minimal negative impacts.
* Eye for detail with good operations skills / ability.
* Possess excellent interpersonal, communication and organizational skills with proven abilities in training & development in operational Capabilities and planning.

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| **Academics & Professional Qualification** |

**Master of Computer Application (MCA)**

DayanandaSagar College of Engineering, (2012)

**Bachelor of Computer Application (BCA)**

AME’S BCA College, (2009)

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| **Core Competencies** |

**Project Planning & Execution**

* Conceptualization & design of Operational efficiencies.
* Strategizing & planning in collaboration with the client servicing team.
* End to end management of assignments with respect to entire gamut of operational capabilities.

**Client Servicing**

* Relationship management with existing/potential clients & extending high-standard tailor made solutions to them.
* Developing effective understanding and relations and coordination of whole customer service & operations.
* Handling of customers claims on short and excess, processing of vendor invoices for payments.

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| **Organization Experience**  |
| Employer  | **Tata Consultancy Services** |
| Designation  | **Senior Process Associate**  |
| Tenure | **Aug 6th '2014 – 3rd April 2015** |

TCS is a leader in the global marketplace and among the top 10 technology firms in the world. There continued rapid growth is a testament to the certainty which clients experience every day. Building on more than 40 years of experience, TCS add real value to global organizations through domain expertise plus solutions with proven success in the field and world-class service.

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| **Roles & Responsibilities** |

**Project - GE Health Care**

**Key Responsibilities:**

* Monitoring the quality, quantity, cost and efficiency of the movement of goods.
* Coordinating and controlling the requirement of Logistics support with international deliveries especially in non Iraq projects.
* Lasing with procurement department on delivery anticipations
* Responsible for travelling or working in all GCC business areas regardless of country limits.
* Analyzing logistical problems and recommending new solutions.
* Coordinate Logistics functions required for shipping and receiving,
* Train, motivate and educate Logistics personnel provide or coordinate staff training work with employees to correct deficiencies implement discipline.
* Direct, coordinate and review the work plan for the Logistics, import, export formalities meet with staff to identify and resolve problems assign work activities and projects; monitor work flow review and evaluate work, methods and procedures.
* Ensure food safety and/or materials safety from the point of Origin to the delivery through proper control measures.
* Responsible for monitoring all Sea and Air transports
* Responsible for supplier evaluation concerned in transportation and reporting to the Logistics manager.
* Participate in implementing, maintain, and improvement of the ISO 9001 & ISO 22000 standards.
* Placing accuracy of GE assets shipments.
* Tracking records of Assets shipped from one place to other.
* Servicing of assets if required as per customer requirements.
* Quoting and sending RFQ to Customers.
* Order placements as per GE standards.
* Track of Warehouse records.
* Prioritizing customer satisfaction and Client requirements
* Creation of Service Requests and Activity in Oracle CRM
* Creating Credit notes.
* Responsible for maintaining a record of all outstanding purchase orders with external vendors.
* Arranges transportation and forwarding services for all orders to ensure material is delivered as per schedule.
* Expedites all critical orders with local subcontract vendors.
* Reviews expediting schedules on all customer orders. Obtains and forwards information to planning and sales teams.
* Responsible for all duty customs sales and tax functions, including certification and verification, drawback, and compliance with governmental agencies.
* Coordinates imports and exports.
* Reviews freight rates air, courier, and land.
* Liaises with custom brokers for updated reporting procedures and valuations.

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| **Training & Development** |

* Oracle Siebel CRM
* SAP Order Management
* Process Improvement Techniques - WBT
* Introduction to Supply Chain Management - WBT
* Enterprise Process Web - WBT
* Fire Safety Awareness - WBT

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| **Organization Experience**  |
| Employer  | **Hewlett Packard** |
| Designation  |  **Process Associate**  |
| Tenure | **Dec 12th 2012 – Aug 5th 2014** |

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| Hewlett and Packard  |

About Company: The Hewlett-Packard Company or HP is an American [multinational](http://en.wikipedia.org/wiki/Multinational_corporation)[information technology](http://en.wikipedia.org/wiki/Information_technology) corporation headquartered in [Palo Alto](http://en.wikipedia.org/wiki/Palo_Alto%2C_California), [California](http://en.wikipedia.org/wiki/California), [United States](http://en.wikipedia.org/wiki/United_States) with operations since 1939. It provides products, technologies, software, solutions and services to consumers, small and medium-sized businesses and large enterprises.

**Key Responsibilities:**

* End to End planning, coordination & execution for smooth flow of Integrated Supply Chain.
* Active involvement with major clients of the branch in conjunction with both Regional/National management.
* Familiarize with local customs rules and regulations as well as cargo handling activities to respective origin & destination.
* Client servicing with standards in the industry & best practices.
* Develop cordial relations with customer for biz development, retention of the existing biz.
* Coordinating with overseas offices / customs brokers / national distribution / carriers to ensure all work is carried out to pre-set service levels and procedures as well as reviewing these regularly to seek improvements.
* Documentation of the related activities.
* Interpreting the practical difficulties of operations to customer in amicable manner.
* Chasing and accelerating the operational activities to ensure the on time delivery to customer.
* Daily Status reports to customer, management and KPI measure analysis.
* Awareness of departmental profit & loss situation, involvement in monitoring of budgets.
* Ensuring the maintenance of high standards of customer care, i.e. existing customers are serviced professionally by Operations team.
* Ensuring that the cargo2000 & Data Quality KPI’s are met.
* Pricing for all Ocean Import related queries from sales / origin / customers.
* Ensuring timely processing of invoices/costs in line with Internal Financial controlling regulations.
* Recognizing and resolving day-to-day operational problems in conjunction.
* Conducting of audit in the dept periodically for compliance as per ISO standards.
* Conduct training for new staff.
* Maintenance and updating SOP’s for Assigned customer.
* Shell Team member to deploy project Tango in Bangalore Region.
* Performing any other duties assigned by manager as and when necessary

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| **Training & Development** |

* Ocean Freight Primary & Secondary Module
* Business Communication & Interpersonal Skills.
* Email Etiquette.
* Intermediate Excel Training
* *Participation in Global Ocean Freight Strategy*
* *Time Management and Prioritization.*
* *TANGO – Member of India Shell team for project deployment in BLR region.*

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| **Areas of Interest** |

* Current affairs.
* Watching sports.
* Travelling

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| **Personnel Dossier** |

* Languages Known : English, Hindi, Kannada, Telugu, Urdu
* Date of Birth : 21st December 1986.
* Visa Status : Visit Visa