**Alphonsa**

**Objective**

* To contribute towards the growth and success of the organization by undertaking challenging assignments and delivering timely results using my knowledge, skills and experience

**Summary**

* A detail-oriented and competent **Professional** with over 3 years, 8 months of experience(**Customer Relationship** for 2 years, 6 months and **Procurement & Logistics**for a 1 year,2 Months).
* Associated with E. I. DuPont Services Centre India Pvt. Ltd. as a Logistics Specialist.
* Good in Strategic Planning, Procurement and Supply Chain Management.
* Proficient at focusing on strengths to stimulate personal and group/team excellence, build talent and deliver effective results.
* Proven competency in interacting with clients and efficiently handling the tasks.
* Exceptional ability to instill vision to achieve company goals and surpass management expectations while maintaining quality and service integrity through total quality management.
* Adapt at cementing lasting relations with clients for ensuring long-term revenue growth & optimizing client satisfaction levels.
* Proven competency to instill vision to achieve company goals and surpass management expectations while maintaining quality and integrity through total quality management.

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**Work Experience**

Working with E.I.DuPont for 1year& 3 months as a Logistic Specialist for Sourcing and Logistics department from January 22nd 2015 to April 7th, 2016

**Key Responsibilities**

* Work scope includes the wing-to-wing process of converting Purchase requisition to Purchase orders, Payment to the suppliers and delivery of the materials on time that includes the critical sourcing activity.
* Identify areas of payment improvement with business critical suppliers to gain a carrot to the vendor for better terms on cost effectiveness.
* Interact and follow up with the vendors on a daily basis.
* Working as a buyer being a part of sourcing team, decision making on price, ensuring the business parameters of “Turnaround Time” and “Accuracy” are met which are very critical for the smooth functioning of the Business.
* Sending inquiries, collecting quotations and pay terms.
* Placing the rush and emergency orders and coordinating between requestor and vendor about the delivery and for normal orders following up with the Vendors to arrange shipments as per the schedule and getting the Order confirmations from them.
* Functional working on SAP, Webcycle& BRAVO Application.
* Coordinate with Accounts Payable on billing and credit issues.
* REQ to Po for Procurement & Logistics

**Contributions**

* Taking over the processing of Shipments in **Air**& **Ocean** modes of Transportation.
* Being a Support system in handling **Barge** Mode of Transportation.
* Motivate and manage the team to consistently deliver the required performance. Improve quality and effectiveness through a metrics rigor.
* Identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

**Awards and Achievements**

* Received **FALCON** award **(best new Joiner)**in the 5th month of the review period.
* Recognized as a **“RFP Icon”** (Respect for People) for outstanding behavior across the organization in the 6th month of review period.
* Been recognized for 3 months by the Supervisor being a helping hand in sharing the team work.

Automated Data Processing India Pvt. Ltd (ADP) from June 2012 till January 2015 as a Senior Customer Service Associate (G1L2).

**Experience Summary**

* Core job is to handle inbound calls from Employees, Agencies, Courts, and Clients.
* Resolve customer queries on various types of issues related to garnishment deductions/calculations.
* Following up on cases till the query/complaint is resolved, providing stellar service and Customer satisfaction.
* Calling customers, employees, courts, clients, agencies and custodial parents and ensure highly escalated issues are resolved and quality service is provided on time.
* Deliver high standards of customer service and support.
* Been helping the team by proactively working on my peers Open tickets in their absence to eliminate the Customer impact due to delay.
* Active participation in the Company Cultural events (Dance Shows).

**Personal Traits**

* Excellent command in communication skills, both written and oral.
* Comprehensive problem solving abilities and eye for detail.
* Strong interpersonal traits including confidence, responsiveness, flexibility, initiative and presentation skills.
* Quick Learner and Ability to work with confidential information.

**Awards and Achievements**

* Have been awarded with ‘**Top Gun’** for excellent performance during my Training phase.
* Was engaged in the creation of a positive dynamic work environment within and amongst the team by sharing best practices, submitting new ideas and Innovations etc..,
* Based on my commitment and performance, was moved to Agency queue which is a high end skilled process.
* Received Star of the month Award.

**Availability**

* Ready to relocate immediately
* Possess no bond with the current employer

**Language Skills**

* Fluent in English, Hindi, Tamil and Telugu

**Technical Skills**

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| Packages: | MS Office 2003, 2007 [Word, Excel, PowerPoint, Access], SAP, BRAVO Tool. |
| Operating Systems: | Windows 7, 8 & 8.1 |

**Education**

* Bachelor in Commerce from St. Francis College for Women (Affiliated with Osmania University) Hyderabad - India

**Personal Details**

**Date of Birth** :13th February 1992

**Nationality** :Indian

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