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| Rethish  C/o- Tel: +971 503718643  Email: [rethish.343941@2freemail.com](mailto:rethish.343941@2freemail.com) |  |
| A very creative, enthusiastic, dedicated and highly self-motivated professional having extensive knowledge in Logistics industry. | |
| Objective | | |

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| Areas of Expertise |

I intend to pursue my career in an organized sector, which gives me an opportunity to be responsible, independent and goal oriented. I intend to contribute to the company’s growth as well as to groom my career to suit the challenging times ahead.

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| • Customer Service  • Inventory Management | • Supply Chain Management  • Warehousing Operations | • SAP  • SPM CRM | • Customs Regulations - JAFZ  • Warehouse Management Systems |

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| Achievements |

* Participated in Six Sigma Project Sponsor training at MEDC – Year 2014
* Assisted the project team during MEDC implementation – Year 2012-2013
* Market analysis for implementation of Dealer Inventory Management System at Daimler AG – Year 2011.
* Appointed as Project Leader for Renault Trucks Integration at Volvo Group Middle East – Year 2007.
* Assisting Volvo IT in VIPS Installation at Volvo Parts Russia – Year 2006.
* Conceived and piloted Case Labelling Process for Outbound goods at Volvo RPDC – Year 2006.
* Appreciated by Epson UK for Outstanding Achievement in Customer Service- Year 2005
* Employee of the Month, PWC Logistics – August 2005

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| Educational Qualifications |

**Aircraft Maintenance Engineering** from Southern College of Engineering & Technology, Kerala - India.

(Approved by Director General of Civil Aviation, New Delhi)

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| Additional Qualifications |

**Certified International Supply Chain Manager** from International Purchasing and Supply Chain Management Institute, Delaware, U.S.A

**Certificate in Object Oriented Programming and Relational Database Management** from NIIT

(National Institute of Information Technology)

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| Professional Summary |

**Goodyear Middle East FZE**

* Business Process Specialist – Customer Service (September 2015 – Till date)

**Caterpillar Distribution Services - Middle East Distribution Centre**

* Customer Service Supervisor (March 2012 – September 2015)

**Daimler AG, Regional Logistics Centre**

* Specialist, Inventory and Vendor Management (July 2009 – March 2012)
* Assistant, Customer Process Management (Feb 2008 – June 2009)

**Volvo Group Middle East, Regional Parts Distribution Centre**

* Dealer Inventory Analyst (Jan 2007 – Jan 2008)
* Import-Export Coordinator (Oct 2005 – Dec 2006)

**PWC Logistics (Now Agility)**

* Client Services Representative (Jun 2003 – Sept 2005)
* Warehouse Data Analyst (Aug 2002 – May 2003)

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| Professional Experience |

**Business Process Specialist – Customer Service, Goodyear Middle East FZE**

* Independently handling claims for Supply Chain department by qualitative analysis and coordinating with various internal departments for an early resolution.
* Gathering input from employees for analyzing, quantifying and measuring productivity.
* Identify areas for improvement and suggest improvement measures to streamline processes.
* Prepare training material and train existing and new employees.
* Participate in regression testing for SAP system enhancement in the test environment and provide feedback.
* Monitor daily activities of the Customer Service team and ensure that the agreed timelines are maintained.
* Provide daily update and gap closures to the Supply Chain Director for the daily KPIs.
* Prepare supply chain execution outlook for the month on a weekly basis with input from customer service and sales & operations team for different business units within the organization.
* Provide RCA for the monthly supply chain execution gaps and balanced shipments KPIs

**Customer Service Supervisor, Caterpillar Distribution Services - Middle East Distribution Centre**

* Lead the Customer Service team who are responsible for the day today communication with the facing Dealers.
* Escalate Dealer requests & concerns to appropriate level for resolution of issues at the earliest.
* Develop a performing and engaging team by regular interaction with the team and providing guidance.
* Coach team members when required and assist in prioritising critical work load on a regular basis.
* Arrange training for team members in partnership with relevant teams.
* Conduct regular meetings with the Dealers to communicate the service level targets and address any key issues.
* Maintain close relationship with Dealers by regular communication and occasional visits.
* Generate, analyse and send Ordering Practices and Service Efficiency report to the dealers on a monthly basis.
* Communicate system upgrades and related outages to Dealers to ensure minimum impact for business.
* Review outbound schedules with Outbound, Traffic & Transport teams to ensure a productive environment at MEDC and to minimise dealer impact.
* Lead the Dealer Survey process from MEDC and ensure participation from all facing Dealers.
* Sustain close working relations with the internal business partners to resolve Dealer issues.
* Arrange trainings for Dealer personnel at MEDC on systems and outbound process.

**Additional Responsibilities during MEDC Implementation Project:**

* Coordinated with the CRM Team and Change Management Team, who was responsible for the Dealer re-facing to MEDC from Grimbergen DC, to ensure a smooth transition for the facing Dealers.
* Was involved in testing & regular communications with the Dealers and the project teams during Dealer UAT.
* Responsible for daily follow-up meetings with Dealers and various departments during Dealer Pilot Shipments.

**Specialist, Inventory and Vendor Management, Daimler AG**

* Coordinating the initial stock process for new model launches both with the Global Logistics Centre, Germany and various departments in Daimler and within the RLC.
* Co-ordinate with relevant departments on service and market campaigns to determine availability and shipping schedule as per requirements.
* Conduct regular review of stocks for returns to vendors or for scrapping to reduce obsolescence.
* Monitor inbound shipments and follow up with Global Logistics Centre and service providers on delivery status.
* Co-ordinate with relevant departments on service campaigns to support the market.
* Integrate internal processes and departments to ensure timely supply of parts to the customers.
* Proactively monitoring for all backorders of the General Distributors to determine their status, delivery time and any preventive measures which can be taken in the future.
* Proactively monitoring all bottlenecks for its status, delivery time and communicate with RLC as well as the General Distributors.
* Liaise with Global Logistics Centre to manage the RLC inventory.
* Monitor and implement measures to achieve the Inventory Management related KPI.
* Support the management by generating regular and ad hoc reports.

**Assistant, Customer Process Management, Daimler AG**

* Processing the General Distributor (GD) orders in the system and providing feedback/order details.
* Processing special orders as per instructions from After Sales Department (Promotional Campaigns).
* Follow up and accelerate the GD backorders/bottleneck parts at GLC and update customers on the status.
* Processing claims from the GD and issuing Credit/Debit notes after proper investigation by warehouse team.
* Follow up and organize returns for claims and warranty from the GD.
* Handling general/part enquiries from the GD (Price Enquires, Part Information, Shipment information).
* Coordinating with external forwarders for special shipment requests from the GD (Air Freight and Sea Freight)
* Updating the GD with monthly Order-Mix figures on timely basis.

**Dealer Inventory Analyst, Volvo Group Middle East**

* Implement LPA (Logistics Partner Agreement).
* Establish dealer buy-back routines in accordance with LPA.
* Ensure new LPA dealers achieve agreed targets/goals.
* Report monthly fulfilment against agreed targets, work or corrective and improvement actions.
* Perform LPA Performance review with each partner once a year.
* Monitor Service levels for the Regional Parts Distribution Centre for various business areas.
* Co-ordinate with Refill responsible to improve Service Level at RPDC.
* Participate in International Logistics Team meeting for each Business Area.

**Additional Responsibilities:**

* Deputy Warehouse In-charge
* Super User for VIPS (Volvo Importer Parts System)
* Order Coordinator for Volvo Aero Services

**Import-Export Coordinator, Volvo Group Middle East**

* Monitor and coordinate all inbound activities to the Parts Distribution Centre – Dubai from the central warehouses in Europe and USA.
* Handling customer (dealer) orders captured in the system and providing feedback/order confirmations.
* Issue invoices/credit notes & preparing necessary documents for export/import.
* Organize transportation of the completed orders and informing customers the dispatch details.
* Follow up of the Customer backorders at the central warehouses and upgrading orders if required.
* Responsible for the year end reconciliation of the stock in the facility at Dubai Customs.

**Client Services Representative, PWC Logistics**

* Monitor all Inbound and Outbound Activities of the Client and provide Key Performance Indicators on a monthly basis to the Client and the management team.
* Update Advanced Shipping Notice (ASN) on arrival of the containers to the Warehouse. On completion of stock receipt send a Stock Receipt Confirmation to the Client, including exceptions.
* Create Shipment Orders as per the instructions of the Client. Liaise with the Client, Customs team & service providers for Export, Import or Transfer of the shipments.

**Warehouse Data Analyst, PWC Logistics**

* Assisting Team Leaders in for the smooth running of the daily activities in the operations department.
* Preparing KPI Reports & KPI Presentations on Monthly basis

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| Personal Details |

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| Visa status | : Employment Visa – FZ |
| Gender | : Male |
| Marital Status | : Married |
| Date of birth | : 12th March 1977 |
| Nationality | : Indian |
| Driving License | : Valid U.A.E driving license |