##### C:\Users\SMS\Downloads\SYED ABDULLAH.jpgSyed

[Syed.358753@2freemail.com](mailto:Syed.358753@2freemail.com)

**Objective:**Seeking Manager & Escalations level assignments in the areas of E-Commerce operations/Distribution / Logistics / Supply Chain Management /FMCG with high growth oriented organizations.

Snapshot

A seasoned professional with over 6 years’ of rich experience in Supply Chain Management & Warehouse, E-Commerce ,logistics Operationscurrently serving as a Substitute Cluster HyderabadatEcomExpress Pvt. Ltd, Hyderabad, and A keen planner with expertise in managing business operations with focus on achieving company’s goals and mission. An enterprising leader with excellent planning, Organisational and interpersonal skills with State Expansion pin code vide to expand company wings to customer end.

And at the same time having an experience of Administration of 3 Years.

Professional Experience

* Currently working With Ecom Express Private Limited as a Operations Executive-Hyderabad location from 13th October 2014 to 31st January 2017
* *Worked For A to Z Supplier as anExecutive Operation from March 2011 to September 2014.*
* Worked as an Administrator Executive in Holy Joseph Educational Organization from June 2007 to December 2010.

***Academic Credentials:***

* Graduated in Public Administration and Commerce from

Dr. B.R Ambedkar Open University – Telangana (INDIA)

***Career Highlights***

**Ecom Express Private Limited**

13th Oct’14 – 31st JAN’17

***Achievements:***

* Got an achievement to work as a Substitute Cluster Head within a year of being appointed as Operations Executive.
* Achieved an opportunity to be a Mentor within couple of days after joining in anOrganization.

***Responsibilities:***

**As a Substitute Cluster Head**

* To look after the delivery Centre operations in Hyderabad
* To look after complete Inventory/Commercials/liabilities etc. of different DC’s assigned.
* To look after the staff recruitment if required.
* Held induction for new employees includes DC Heads training on management skills
* Conduct new motivational programs among the employees whenever required.
* OLYHInvolved into various supporting functions which includes CAPA (Corrective and Preventive Action)
* Monitoring of COD amount in each and every DC in order to avoid discrepancies.
* Implement and action on code of conduct
* Work with different dept. like Security/Finance/IT/HR to resolve different issues accordingly.
* Co-relationship with different shippers like Flipkart/Snap deal/Naaptol/Amazon etc., with the support of concerned key a/c holder.
* To implement the process as per given task/SOP by the company and also innovate my own ideas to set up things better to serve easy & optimal.
* To have monthly surprise Audits/manpower attrition structure/book keeping records check up
* To check the integrity levels especially on money involvement i.e. COD and have a special eye on it.
* To check an adherence to ethical and legal standards to be maintained in business.
* To check responsibility and ensure that there is no misrepresentation of facts, wherever a misunderstanding is thought to have taken place through unclear communications, this should be corrected promptly.
* To check the cash flow vouchers / get this approved as per optimized.
* To streamline employees into a platform as per SOP agreed to the customers.
* To standardize the system/control and have grip of enforcements
* To lead the members always fixed with supporting functions with ideas & suggestions
* To control & monitor, return order controls /logistic promise breach/ Reverse Pickups.
* To ensure compliance with all statutory and legal regulations & ensure security of personnel and property.
* Build quality into operations through driving and training people on quality programs with emphasis on safety
* To deal with correspondence/e-mails etc. and ensure branch up to date with all new developments.
* To monitor, manage and supervise branch petty cash, bank reconciliation, income and expenditure plans.
* Perform duties specifically designated by the partners properly as being the responsibility of the Branch Manager.
* Experience of working in a veterinary organization, delivering outstanding care to service users.
* Highly motivated and able to empower others/ high expectations of self and others/ able to work for the benefit of the team.

**As an Executive Operations**

* To look after the delivery Centre operations
* To look after complete Inventory/Commercials/liabilities etc. of DC assigned
* Conduct new motivational programs among the employees whenever required.
* Monitoring of COD amount on daily basis.
* Implement and action on code of conduct
* Work with different dept. like Security/Finance/IT/HR to resolve different issues accordingly.
* Co-relationship with different shippers like Flipkart/Snap deal/Naaptol/Amazon etc., with the support of concerned key a/c holder.
* To implement the process as per given task/SOP by the company and also innovate my own ideas to set up things better to serve easy & optimal.
* To check the cash flow vouchers / get this approved as per optimized.
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**As a Mentor**

* Trained approximately 300 – 400 new joiners across PAN INDIA to

Supervisor Operations, Executive Operations.

**A to Z Supplier**

***March 2011 to September 2014- As an Executive operation***

***Responsibilities of Cargo Department:***

* Heading a team of 3 Customer support executives and guiding them in serving the client’s need and requirements.
* Monitoring whole cargo consignments dispatched from Hyderabad region.
* Taking calls and solving queries of major customerslike Bajaj Allianz, Redington India Ltd, Arch pharma etc.
* Replying and solving e-mail queries received from the clients as well as the counter part of the company throughout India.
* Arranging local deliveries for all over branch wise.
* Arranging pickupsfrom all India locations.
* Solving pending reports of cargo received from the counter parts in India by contacting the customer and taking their alternative instructions.
* Updating the clients with latest development.
* Clearing the consignment offload for paper requirement by interacting and guiding the clients.
* Looking into short receipt and damage complaints by checking with the concerned sector and reverting back to clients with fact details and necessary short or damage certificates needed.
* Checking all counter alerts Pre-alerts, discrepancy reports coming from all over India.
* Arranging deliveries of the pending consignments by contacting the customer and passing the message to operations.
* Getting proof of delivery copies if required by clients.
* Monitoring the data transfer of delivery details to clients &reporting to the Operations and Sales Manager with latest updates on pending and offload consignment.

***Responsibilities of Courier Department:***

* Taking care of queries related to major clients of the company by monitoring their pickups and deliveries.
* Preparing MIS and keeping track of the consignments on a daily basis for major client’s bookings.
* MIS data transfer to different customers through e-mail.
* Follow up of time sensitive consignments and ensuring deliveries on time.
* Getting the load connected on priority basis as per the time commitment given to the clients.
* Reporting to the Sales Manager on a daily basis with the pending report and data transfer report of the day

**HOLY JOSEPH HIGH SCHOOL**

***June 2007 to December 2010- As an Office Administrator***

Responsibilities:

* Perform general office duties;order supplies; file; mail processing distribution; maintaining records management database systems
* Perform opening; sorting and distributing incoming correspondence; including faxes emails
* Responsible for ensuring all transaction documentation is accurate;
* Complete processed in a timely manner, collect all required transaction information from sales.
* Review invoices;reports; memos and correspondence to make sure accounting records documents are accurate.
* Process accounts receivable applications
* Work with customers and support services to collect.
* Maintain report accurate accounts receivable
* Complete daily deposits; Process all payments in a timely manner
* Process and track accounts payable invoices vendor applications, Process sales documentation in anaccurate timely manner

***IT Skills:***

* Work experience with – Win98, XP 2000, Win7 /Win 8 up to
* Comprehensive Knowledge of MS Office & PPT.
* Working with packages of –CTBS, SAP & ERP.