

**SAJANA**

**KARAMA, DUBAI, UAE.**

**Email:** [**sajana.374782@2freemail.com**](mailto:sajana.374782@2freemail.com)

## CAREER OBJECTIVE

**A position in a result oriented organization that provides an opportunity to encounter challenges, exhibit aptitude & adroitness in innovation and creativity towards continued growth & advancement.**

## Professional experience – 8.8 Years

•    More than 8 years of multi-functional experience covering Client relation, Logistics & transport planning, Data Analysis, MIS reporting, sales & Administrative Tasks.

•    A keen communicator and effective leader with excellent relationship management and analytical skills and a flair for interacting with people across organizational horizons.

## 1) Organization      : SIKA UAE (July 2017 – Nov 2017)

**Location : Dubai, UAE**

**Designation : Logistics & Customer Service Coordinator (Export and Import)**

Sika is a specialty chemicals company with a leading position in the development and production of systems and products for bonding, sealing, damping, reinforcing and protecting in the building sector and automotive industry. Sika has subsidiaries in 97 countries around the world and manufactures in over 190 factories. Its more than 17,000 employees generated annual sales of CHF 5.75 billion in 2016.

## Job Description

Single point of contact for all the Export and Import related activities for Sika UAE.

## Roles and Responsibilities:

* Process sales order in a timely manner including reviewing and checking orders according to established department policies and procedures
* Coordinate with the warehouse on all daily operations (product receipts, order fulfillments, Stock Availability, returns, etc.
* Create and distribute Shipping documents.
* Ensure accuracy of materials/products being shipped.
* Liaise with the 3rd Party Logistics Provider (3PL) to obtain information relating to the preparation and shipping of customer purchase orders.
* Liaise with stakeholders (customers, sales managers, production units and logistic personnel) to meet and exceed their expectations
* Prepare the job file and check for all relevant documents, chargeable services and costs before forwarding the same to the Supervisor for final verification.
* Ability to prioritize the orders upon urgency and ensure that quality assurance checks are completed and maintained.
* Prepare tracking sheet (excel) to monitor the confirmed sales orders shipments
* Accurately invoice all files.
* Coordinate with the sales team for the purchase orders
* Assisting the procurement team for processing the Purchase orders.
* Coordinate with the suppliers regarding the ETA’s and inform the Sales and Marketing team.
* Ensuring the materials are arrived at the warehouse on the given ETA.
* Work with vendors/suppliers, internal & external transportation units and inside sales team to organize export.
* Perform routine accurate data entry into the existing system and/or future systems.
* Responsible for monitoring deliveries, ensuring customer satisfaction and maintaining accurate logs of all transportation and goods.
* Ensures accurate inventory shipment by sorting, counting, packaging, labeling, and logging inventory which is shipped.
* Generate compliance metrics for reporting within the department and to management
* Adhere to customer service metrics

## 2) Organization       : Mitsubishi Motors Middle East and Africa FZE

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| **Designation** | **: Logistics Sales Order Processor (Distributor Relations)**  **(July 2014-March 2017)** |
| **Location** | **: Jebel Ali Free Zone, Dubai, UAE** |
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## Roles and Responsibilities:

* Liaisons with distributors within Middle East and Africa
* Attainment of the Mitsubishi Parts sales orders
* Synchronizing with Marketing team for the approval of discounts for processing
* Coordinating Import & Export shipments
* Scrutinizing Letter Of credit with Finance department
* Arrangement of certificate from Customs Authority
* Ensure transmission of arrival & discharge notices.
* Manage the ware house operations like packaging products for shipping/delivery through Navision.
* Arranging Container movements, LCL handling, trunking.
* Liaising with warehouse for acceptance of delivery & arranging of any special equipment required to offload at the warehouse.
* Checking of discrepancy
* Coordinating with the inventory team for the ETA from suppliers.
* Co-ordinates for inspection incase if required
* Settlement of claims.
* Creating ETD reports, Fill Ratio reports, Sales planning Reports
* Preparing and analysing Daily, Weekly and Monthly Sales reports
* Preparation of Daily planning reports and analysing the fill ratio
* Coordinating with Shipping / Air lines and Forwarding Agents
* Preparation of draft B/L & Advising to the shipping agents
* Preparing Certificate of Origin & Legalization.
* Handling costing and payment of shipments
* Verifying and sending the invoices for exports to the forwarders and the distributors
* Co-ordination with Shipping agents regarding issue of Bill of Lading, Airway Bill and Land Transport Receipt.
* Follow up of each shipment until it reaches the destination.
* Correspondence & Coordination with Customers regarding each shipment.

## 3) Organization      : TESCO HINDUSTAN SERVICE CENTRE (August 2011 - June 2014)

**Location : Bangalore, India**

**Designation: Senior Logistics Analyst Global Planning (Aug 2011 – June 2014)**

## Job Description

Being a Transport Planner, I need to provide a schedule of delivery, collection and backhaul from information provided by management information systems, assign resource, as required, to meet the needs of the schedule including contingencies for vehicles off road and maintenance. Analysing the complete reports and check the areas of improvement, support the delivery of allocation of work to drivers and answering any queries from the store. Global Planning team is a Part of Retail and Distribution team.

## Roles:

* Preparing the KPI’s and MIS reports for the new DC’s which are set up, EOD’s, Weekly & Monthly Dashboard data, Daily performance, Summary reports, Transport reports, Consolidated Load plan reports, Stack file using excel.
* Review transport plans daily and suggest changes to improve the process. Also look at potential permanent changes that can be made to the system to improve plan effectiveness.
* Taking care of daily planning of Transport Management Systems (TMS) including order processing
* Maintaining system configuration related to the TMS tools.
* Planning and optimizing of terrestrial transport rounds.
* Vehicle Load and Route Optimization.
* Creation of process documents
* Taking team meetings for understanding the team better.
* Also, setting up the change in the team with documents and checklist to reduce the reworks and error chances.
* Data Analysis using various statistical methods, viz. Clustering, Regression Analysis

## Responsibilities:

* Analysing the current way of working and finding the place for improvements.
* Training the new joiners
* Planning and Decision making – TMS will define the most efficient transport schemes according to given parameters, which have a lower of higher importance according to the user policy: transport cost, shorter lead-time, fewer stops possible to ensure quality, flows regrouping coefficient.
* The execution of the transportation plan such as carrier rate acceptance, carrier dispatching.
* Review plans daily and suggest changes to improve the process. Also look at potential permanent changes that can be made to the system to improve plan effectiveness.

## 4) Organization   : Infosys Ltd, Bangalore, India (MARCH 2009 –JULY 2011)

**Designation           : Senior Process executive (Customer Service Department)**

## Roles and Responsibilities

### Roles

#### Analysis of invoice received from the local carrier against the billing done to the customer.

* Involves AGM (Access Gross Margin), where in each connection are checked whether active, and various information’s are updated using web based tools, with the information we compare customer billed cost.
* Involves customer identification unique codes and the cost, and finally to the P/L department.
* If positive variation Client is having profit.
* If negative variation they will negotiate with the customer for the revision of the bill.
* Bid renewal

#### Data Integration & System Adaptation

In this process, we update customer related relevant information into a Work Flow Management Tool (WMS), where connections are categorized into Active, disconnect and unknown.

## Responsibilities

* Reconciliation of the digitalized data with the invoice database received from the client.
* Deep analysis of the data
* Interaction with client regarding their requirements and updates.
* Responsible for process execution/documentation.
* Executes data transactions.
* Responsible for assisting PE’s with the documentation
* Need to send reports on time to the client

## Educational qualifications

* BA (English Literature and History) Calicut University, Kerala, India.
* MS Office, PGDCA

## ERP Tools:

* Navision
* ORWMS – Oracle Warehouse management tool
* Citrix
* Ortec Transport Management System
* JD Edwards
* ERP

## Trainings obtained

* Intermediate excel training
* Presentation Skills.
* Retail Management
* Problem Solving and Decision Making.
* Client Interfacing Skills.
* Analytical Skills

## Additional Information

* Good Team player
* Good in time management
* Good in MS Excel
* Aptitude for learning new technical skills quickly
* Good in problem solving

## Extracurricular activities

* Regional level Athlete
* Was the CUO of NCC Army wing in St. Thomas College and attended in Combined Annual Training Camp/BLC of National Cadet Corps.

## Achievements

* Achieved an average of 80 records when the target is 50.
* Achieved “Exceptional Performance” (Rating X) twice, and consistently achieving “Met Expectation” (Rating E).
* RAMP Award winner for “Consistent performance in both productivity and quality”.
* Spot Award winner
* Extra miller Award Winner
* Infosys Star Incentive Award Winner
* Completed Bronze certificate of retail and distribution management.

## Personal Particulars:

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| Date of Birth | 27th January 1988 |
| Gender | Female |
| Spoken Language | English, Hindi, Malayalam, Tamil and Kannada |
| Written Language | English, Hindi, Malayalam |

## Passport Details

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| **Nationality** | **:** |  | **Indian** |
| **Visa Status**  **UAE Driving License No.** | **:**  **:** |  | **Employment** |
| **Passport No** | **:** |  |  |
| **Place of issue** | **:** |  | **Cochin, India** |
| **Date of issue** | **:** |  | **26-May-08** |
| **Date of expiry** | **:** |  | **25-May-18** |

**Possess a valid UAE Driving License.**

**Notice Period: Can join immediately.**

**References**: Will be provided on requirement.

**Sajana.K.C                                                                                         Date: 03-Dec-2017**