**CURRICULAM VITAE**

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| **ANOOP****C/o-Mobile Number:** +971503718643**Email ID:** **anoop.378305@2freemail.com** | C:\Users\Anoopkumar\Desktop\photos\152kb.jpg |

**Professional Synopsis:**

Ambitious Result-driven professional with operations experience. Exceptional communicator with a consultative sales style, strong negotiating skills, good problem solving abilities customer need to focus with ability to identify opportunities that lie within them. Willing to work in a challenging and competitive environment to contribute to the growth and progress of the organization. Presently working in “TATA Motors” warehouse managed by “TVS Logistics Services Ltd” as Dy.Officer, in Bangalore.

Skills:-

1. Warehousing/stores operation Management
2. Tata Motors customer support
3. Inbound (receipt and binning)
4. Outbound process
5. PI process
6. Outbound claims
7. VOR sales
8. 5 S
9. Co ordinator for fire & safety
10. Working on WMS SAP
11. Computer skills ( Betech)
12. Dot Net and Diploma in Networking)
13. Operating System **:**

 Windows95/98/,Windows2000Professional,WindowsXP,Windows7,Windows2000/2003/2008/

2008R2 Server, SAP ,WMS,CRMDS, ms office**Technicalskills : A+ , N+ , CCNA , MCSE**

**Work Experience**

**July-2015 topresentworking with TVS Logistics Service LTD Bangalore.**

**WORKING EXPERIENCE on WMS SAP:-**

* **A**s a customer support for Tata Motors
* Working in SAP (Warehouse Management system)
* MM (Material Management) module version R/3 production
* Transferring order from one plant to another plant in SAP
* Placing & cancellation of orders in SAP.
* Parts Confirmation & bingeing into stock in SAP
* Parts Availability though SAP
* Generating Single line report, part confirmation report on daily basis

**WAREHOUSE OPERATIONS :-**

* + PI audit and posting should be done within the time frame and variance has to be in the limit as per SLA.
	+ Daily creating PI tags as per schedule
	+ Coordinatewith Inbound team for unloading STO and Vendor load and should be done Ginning and Binning within the time frame as per SOP.
	+ Sales conversion Challan Float should be zero as per the SOP, conversion productivity should be Zero Error with Quality.
	+ Dispatching the materials to the end customer as per PDP and monitoring delivery error should be zero.
	+ Analyzing performance of Binning, Ginning, Sales, Dispatch, Audit, and Claim.
	+ Monitoring transportation – vehicle utilization, Load conversion on PTL to FTL for costing saving and analysis delivery performance.
	+ Claim settlement as per SOP and Error should be cleared and making an action plan to avoid claims in future.
	+ Maintaining Accuracy on location and Inventory as per SLA.
	+ Avoiding challan& line deletion and NS should be in Control as per SOP.
	+ Taking Care Of PI and VOR department.
	+ Supervise and coordinate the unloading and loading of inbound and outbound shipments as per SLA.
	+ Orderly stacking of product as per norms.
	+ Ensure total adherence to all Federal statutes regarding warehouse operations.
	+ Coordination with sections in charge to ensure of warehouse activities such as Receipt, Binning, Sales, Claims, Audit and Dispatch.
	+ To Following SOP given by management as in respective area.
	+ Fire &safety procedures follow up in warehouse setting.
	+ Ensuring hassle free customer service through e-mails.
* To manage and Create cycle count as per ABC classification of parts and to maintain daily WH inventory report
* Responsibility for Monthly taking Signature’s on PI report by customers
* Managing team and allotting workload with Staffs. Monitoring PI tolerance level.
* Monitoring the dispatch plan as per PDP given by the customer.
* Monitoring permit cases as a special case to deliver the consignment within time frame.
* Analysis transportation schedule and delivery performance as given TAT schedule.
* Responsible for communicating service level issues and performances to clients.
* Recommend and implement process changes to drive efficiencies.
* Transportation root cause analysis to expedite the service issues and cost-effective

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**People Management Responsibility:**

* Working with executives for allocating workload and assignments to the team.
* Accountable for coaching, mentoring and motivating executives for improving services as well as productivity with quality.
* Conducting review meetings with Executives based on performance report to improve the service level.
* Motivating the team to achieve and to improve their productivity with quality.
* To motivate the team nominating a person for the special award.
* Taking suggestion, valid points from Ground level staffs, after analysis implementing the same if valid points.

**Achievements at present company:**

* Increased Sales productivity by 15% with quality.
* Claims & settlement have been reduced 10% respectively each month.
* Good support in sales and customer support at the time of Year end and to achieve customer’s target.
* Got R&R ( reward for recognition) award for good support in PI, VOR

**Additional responsibility:**

* Leading 5S team and handling audits as per standardization.
* Co-ordinater for Fire and Safety.

**PREVIOUS EXPERIENCES:-**

**April-2014 to Octomber-2014 experience in Al Rifaa Trading -authorized dealer of Bosch power tools in Dubai**

* Placing orders as per customer requirements
* Ensure order will dispatch & deliver to customer on time.
* Convening customer to get new orders on calls
* Explaining about parts features to customers with demo.

**July-2013 to December-2013 experience in Infosys BPO for British telecom client**.

* Explaining about new plans & offers to customer
* Resolving problems within a given time period on call
* Updating customers issues in login id to provide better service to customer

**. 2 Year Experience in Customer Service in World Wide Shopping as Team Leader.**

* + Worked as Team Leader with a team of 10 persons
	+ Coordination of addressing the customer calls.
	+ On completion of call flow, confirmation of order from the customer.
	+ Uploading the confirmed customer order in the software

**Educational Qualification**:

* **B.Tech** at Global Institute Of Engineering & Science(M.P)
* Intermediate at Govt. higher Secondary School (M.P)
* **SSC** at RajeshwarVidayalayaMhow Indore (M.P)
* **.PERSONAL DETAILS.**

Date of Birth : **01st** August 1987

Marital Status : Single.

Language Skills : English, Hindi , Malayalam ,Tamil, Kannada

 **Visa status : Visit visa**

**I hereby declare that the above stated information is true to the best of my knowledge.**