

**CONTACT**

**:** **krunal-399744@2freemail.com**

**: +971 504753686**

**EDUCATION**

JUN 2000- 2003

B.COM from Gujarat University

 **SKILLS**

Conflict Management

People Management

Performance Measurement

Customer Relationship Management

Set import export strategies

Leadership

Negotiation

Microsoft Excel

Microsoft NAV Dynamic (ERP)

 **HOBBIES**

Music

Traveling

Photography

Cooking

**KRUNAL**

**PROFILE**

Having a 12+ years of Experienced in Import- Export Procurement

* Operations Management , I’m fully prepared to take any greater responsibilities with key strengths being very organized, identifying
* resolving problems through in-depth analysis, having professional etiquette, with strong communication and effective time management skills.



**WORK HISTORY**

**In a manufacturers of Corrugated Boxes in Dubai**

**Purchase / Operations Manager** **Oct'12- Till Date**

Skilled in administrative and factory operations activities. Dealing with custom for import & Export custom clearance. Handling work related with government bodies such as Dubai Municipality/ Dubai Economy/ Dubai Immigration & Labor department for operational as well as hr issues – such as Permits/ License renewal/ Visa renewals/cancelation. Handling HR activities for 175-200 People in Factory.



Dealing with insurance for Motor/Pick up/ warehouse/ personal insurance renewals



Handling issues related man power & machinery maintenance. Handling bad debt cases such as Cheque Bounce / Civil case. (for coordinate with lawyer)



Overseeing stores receiving, delivery, and shipping processes and implement relevant internal controls of the stores functions. Consistent performer with strong track record in generating substantial cost economies in Stores/logistics operations. Expertise in streamlining entire in-bound supply chain management to achieve overall operational economy. Constantly search, identify and evaluate in the local and international markets for new sources and new solutions to assure continuous improvement of the suppliers. Import/domestic –Procurement Operation.



Skilled in structuring and implementing innovative administrative policies/procedures to generate undivided commitment & dedication among the team.



Manage the negotiation of all the agreements for the portfolio of item in scope to obtain the best Offer with the best negotiation and extended credit terms as well as reduced delivery time. Perform Competitive bidding & negotiate with defined strategy.



**VARDHMAN STAMPINGS PVT LTD, AHMEDABAD, INDIA**

**Asst. Import/ Export Manager**

**Mar’09-Oct’12**

Import –Procurement Operation.



To raise Purchase order and open the Letter of Credits with the banks.



Negotiation with Various Stakeholders.



Dealing with Offshore Customers and Suppliers.



Working of Cost Minimization Project of Import-Export.



Dealing with custom for import / Export custom clearance.



Maintain Inventory level as per forecast.



Material Management.



Dealing with govt. Bodies likes Custom, DGFT & Bank.



Obtaining Import Licenses such as Advance License, EPCG License, DEPB License etc.



To co-ordinate with the logistics personnel accordingly for the receiving of the material on time.



To co-ordinate with CHA for Custom Clearance for Import as well as export shipment.



Prepare documents for export shipment and Negotiate document to bank for Letter of Credit Discount.



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| **TESCO SUPER STORE, LONDON, UK** | **Apr’07- Feb’09** |  |
| **Customer Service Assistant** |  |

To work under the guidance of reporting manager of organization with respect to training, motivation, discipline, performance appraisal, team building and other professional skills. Having vast opportunities to learn operational process of other management functions in the organization. i.e. General management, Commercial function, Promotions & Marketing, Finance and Accounting.



To work rotated among the various format of the company in order to having best strategy learning across whole organization and its functions.



To work at checkouts in rotated and learn to maintain don’t queue.



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| To ensure the importance of customer service and a commitment to delivering it. |  |  |
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| **ICICI BANK LTD, AHMEDABAD** | **Sep’05- Jan’07** |  |
| **Senior Officer Credit Card Sales** |  |



Motivating the tele callers in achieving activation target as per the norms.



Verifying the application received from all DSA / DST.



Assisting customers at customer service desk resolving the queries related credit cards.



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| Generating the MIS based on the performace of each DSA & DST of gujarat to sale Manger. |  |
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| **WESTSIDE A UNIT OF TRENT LTD,AHMEDABAD** | **Jun’03-Sep’05** |  |
| **Sales Officer** |  |



Assisting customers at customer service desk and club west desk in resolving the queries.



Responsible for maintaining the C.F.T.S form of the store.



Checking returned merchandise, resolving customer's complains or inquiries in developing healthy relations by providing excellent service.



Conducting daily sales meetings for team members in improving the level of customer service by discussing latest sales techniques.



**PERSONAL DETAILS**

Name: Krunal



DOB : 09-December-1982



with valid UAE Driving Licence



Marital Status: Married





Visa Status: Employment Visa Expire Nov’2020

