**237756@gulfjobseekers.com**

**MULTIFACETED OPERATIONS MANAGER**

**……For High Technology Electronics, IT and Medical Products**….

**…. Procurement….Distribution….Logistics….Warehousing….**

Senior result-driven professional with impressive career credentials of over 20 years driving large Supply Chain Operations.

* Expertise in managing the import and export, warehousing and transportation operations encompassing supplies contract, logistics, shipping arrangements, freight forwarding, import and export documentations, customs clearance and safe deliveries to stores.
* Proficient in supervising and controlling warehouse operations along with overall logistics processes and services at vendors end, providing valuable suggestion for efficiency and improvement area.
* Adept at successfully handling material forecasting, planning, distribution and warehousing operations. Ensuring effective procurement schedules and successful networking with vendors at lowest cost.
* Undertaking value engineering initiative, creating / modifying / enhancing existing systems / processes to improve productivity by increasing system efficiency and generate cost savings.
* Effective communicator with exceptional relationship management skills, managing teams with ability to relate to people at all level in achieving business objective.
* Leader exerting extraneous efforts towards cost reduction measures. Proficient in applying finer nuances related to statutory regulations with expertise in import/export and laws related to Customs and Excise.
* Peak sense of customer service orientation exceeding the expectation of all stakeholders concerned.
* Comfortable with cultural diversities. Strong team leader empowering teams towards action and results.

**PROFESSIONAL WORK EXPERIENCE**

**Period Company Name Designation**

**March 2014 – April 2015 Darwish Trading Company, Doha, Qatar Logistics Manager**

**May 1997 – March 2014 Sony India Pvt. Ltd. New Delhi, India Assistant Manager Logistics**

**March 1995 – April 1997 Plus Information Technology Pvt.Ltd, India Supervisor Stores**

**CAREER PATH**

**Darwish Trading Company, Doha, Qatar** **March 2014-April 2015**

Darwish Trading Company is 100% privately owned local Company in Doha with diversified business interests in Knoll brand of office & home furniture, sole distributor of Dunlop tyres in region, Xerox brand of office equipment and solutions, OTIS Elevators, Bosch Security Systems, market Putzmeister & Dynapc brands Heavy Construction Equipment, domestics appliances, medicals & scientific equipment, highly reputed brands of building materials, roof and floor tiles from Spain, Electrical and Lighting equipment, etc. etc.

* Plan and manage 10 distribution centers (60,000 Square meters warehousing space) of products in accordance with Company standards and regional requirements, catering 50 routes with 120 staffs.
* Ensure region receives the right amount of orders, analysis the inputs, forecast and giving directions for necessary adjustments.

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* Ensure cost effective freight rates, purchase products and services at lowest price, in right quantities, on time deliveries and at right place.
* Compile monthly receipts, dispatches and loss reports, presents complete activity and KPI reports to Management on monthly.
* Conduct frequent visits to warehouses to review and check the accountability of the distribution system and to ensure that products distribution properly done.
* Ensure proper communication between Sales department in the region and supply planning to deliver products to the market according to demand.
* Provide information, documentation and support on warehousing, logistics management to Managing Director, Finance Controller, Stock Controllers and Logistics Supervisors for their actions.
* Make awareness to the staff of quality and safety procedures by carrying out safety and quality audits, inspections and give recommendations for improvements.
* Accountable for Half Yearly & Year End Annual Stock taking of stock with 99.99% accuracy at all locations.
* Obsolescence reduction, ensure rotation of stocks according to Aging Report and Annual Write-Off.
* Ensure all staffs are trained, motivated to carry out all responsibilities as per Company standards.
* Ensure Health & Safety Policy followed, Quality Systems procedures adhere and objectives are met.
* Set directions for staffs and ensure smooth flow of work at all locations implemented.
* Ensure date code / FIFO policy is implemented in all stores and stocks are reconciled.
* Ensure correct product handling standards are implemented in the vehicle loads and warehouse.
* Ensure all staff training need identified and ITP prepared, forwarded to Training Coordinator.

**Sony India Pvt. Limited, New Delhi, India** **May 1997- March 2014**

Sony India is import base 100% subsidiary of Sony Corporation, Japan and in the business of Consumer Electronics with main products of imports Color TVs (LCD/LED), Car Stereos, Business IT and Broadcast Products and other electronics items with annual turnover of USD 2.0 Billion

**Assistant Manager-Procurement & Logistics 2006-2014**

As **Assistant Manager, Procurement and Logistics,** hold full responsibility of planning, controlling, purchasing and inventory distribution activities for national operations, develop and implement strategic plans. Assess supplies options in order to determine best procurement solutions. Managing department P&L, oversee dead stock reduction. Interact extensively with customer satisfaction.

* Logistics Operations –
* Traffic management of all seaports, ICDs and Airports on monthly basis.
* Supplier negotiations and compliance to agreements and KPIs
* Managing supplier performance and relationship
* Optimization of Logistics Cost:
* Preparation of logistics budget (Customs duty, freight and handling charges) in compliance with company goals and target. Monthly review of the actual figures and modification in the budgeted figures depending upon sales plan.
* Liaison, negotiating and analyzing new vendors for customs clearance and transportations.
* Inventory and Sales Coordination:
* Analyzing demand trends, Inventory forecasting for all import segments across various ports.
* Ensure timely receipt of material to support sales plan. Coordination with sales, marketing, finance for timely delivery of import shipments.
* Monitor MRP of all products as per the regulations of Weights and Measurement Act.
* Import / Export Coordination:
* Ensuring compliance with Export / Import documentation related to customs clearance (Air and Sea) and customs duties assessments
* Coordinate with bankers and finance for ensuring timely overseas remittance and vendors payments.
* Coordinating all activities related to shipping lines, airlines, Consolidators, freight forwarders.
* Coordination with CHAs for timely clearance of imported shipments at all seaports, airports and ICDs.

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* Pre-assessment of Customs Duties and advance filing of Bill of Entry with various ports and ICDs.
* Re-export of slow moving inventory and defective products for trouble shooting.
* Reporting:
* Preparation of costing and budgeting reports of all ports related to customs duties, freight and handling charges and presentation to the Management on monthly basis.
* Process integration, manage systems and SAP data information supporting business requirements.
* Handle special projects relevant to supply chain improvement.
* Tracking of Import consignments and lead time monitoring (Sea/Air lead time, customs clearance lead time, delivery to warehouse). Monitoring and Analyzing Vendor KPI and Division KPI’s.
* Responsible to resolve and improve group’s related non-conformity issues.
* Support insurance claims settlements Import and Export related cases.
* Responsible for ATA CARNET Shipments (Import and exportation before expiry, administration)
* Member of Sony’s Global Shipping Strategy Team.

**Executive Stores and Logistics 2002-2006**

As **Executive Stores and Logistics,** drove the inbound and outbound logistic activities of finished goods as well as demo goods that included import and CHA management, customs clearance of goods and delivery to warehouses. Areas of responsibility included Material Warehousing, Distribution, Inventory Management, Transportation, Order Processing and Customer Service functions.

* Responsible for all kind of purchase activities of materials, components and supplies
* Export for repair, Re-import of repaired goods/material from overseas factories
* Re-export of rejected (defective goods) and export documentation
* Develop new suppliers and subcontractors to meet requirements, make recommendations on improving quality, performance measurement
* Drove the implementation of online B2B platform with customers for online ordering, checking price information, availability and order status, price negotiations with overseas suppliers
* Ensure timely processing of orders received across regions, review orders and approving in SAP system
* Develop and implement all necessary policies and procedures to ensure purchasing and logistics function operates smoothly and effectively
* Implemented ISO14001:2004 Global Environment Management System and contributed extensively as internal auditor of ISO Audit Team
* Management and implementation of e-procurement module, sites and information control

**Officer-Stores 1997-2002**

As **Officer-Stores,** responsible for managing stocks of repair parts for group Sales and Distribution activities. Extended efforts for setting-up a new part center-expanding sales operation with new and existing dealer network and created systems to cope with increased operational requirements.

* Played key role in the implementation of ‘Inventory Management System’. Achieved this task single-handedly and completion in record time of three months
* Spearheaded setting-up of repair parts center operations from scratch with a starting business of US$1,000 scaling up to US$ 1.0 Million
* Reduced backorders, improved fill rate and brought about process changes to enhance system efficiency
* Generation of Import Purchase Orders based on MRP and customer orders input into SAP
* Follow up with Freight Forwarders, Customs House Agents for timely arrival and speedy clearance
* Material costing (Landed Cost), Customer Pricing for Profit, Loss estimation
* Update MRP (Maximum Retail Price), Dealer Margins in SAP system

**Previous Work Experience**

Supervisor, Stores & Logistics, Plus Information Technology Pvt. Ltd, New Delhi, 1995-1997

* Placing purchases orders and follow up with overseas vendors to meet delivery schedules
* Preparation of inventory plan (Month stock), forecasting of parts/components
* Followup with courier agencies on import clearance by Air and Sea, document administration

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**EDUCATION**

Master of Business Administration (MBA), Jamia Millia Islamia University, New Delhi, India, 2011

Bachelor of Science (B.Sc.), MJP Rohilkhand University, Bareilly, India, 1993

**Courses:** Certified ISO 14001:2004 Internal Auditor 2005, and, OSHAS-18001 Internal Auditor on Occupational Health and Safety, New Delhi, 2006

**Certifications:** Certification in Supply Chain Management, IIT, New Delhi, 2003

Certificate in Fox-Pro programming, LCC Infotech Limited, New Delhi, 2000

Diploma in Modern Arabic languages, University of Delhi, Delhi, 1996

Diploma in Computer Applications, Aptech Computer Education, New Delhi, 1995

**Professional Development:** Attended training programs and gained comprehensive knowledge in:

Attended ERP SAP-R/3 ‘Business Process Owners’ training on operational and functional aspects of SAP MM,SD,CS,LM,AR modules organized by IBM, 1999;

Attended ‘Internal Service Excellence’ training, 2000;

Attended ‘Empowered Leadership Program’, 2002; and

Workshop on ‘Dare-Dream-Deliver’ organized by world famous Ms. Priya Kumar, 2009

**Professional Affiliations:**

Fellow member of APICS “The Association of Operations Management” (USA)

**Technical/Computer Skills:**

Proficient with databases, Visual Basic, UNIX, C/C++, Cobol, Fortran, Oracle and MS-Office package