**OBJECTIVE:**

Seeking a challenging and growth-oriented position that will permit me to use and enhance my skills effectively and efficiently for the support of your company’s mission and vision.

**SUMMARY:**

* Goal oriented professional with **6 years of experience** in **Commercial Department and Business PEX.**
  + June’10 to Aug’13 – Associate in **Operations Department.** (Agility Logistics)
  + Aug’13 to 16 Jan’ 17 – **Business Process Excellence / Commercial Department.**(Agility Logistics)
* **Saved .5 Million INR** through identified projects with current skills set and focused effort.
* Delivered **2 successful projects** and **+10 assignments** high directly linked to organization goals.

**PROFESSIONAL BRIEF:**

* **Agility Logistics – Gil Shared Services Private Limited.**

Designation – Senior Process Associate

Team – Integrated Supply Chain Solutions (Order Management)

Duration –09thJune 2010 to 16th Jan 2017.

**JOB DESCRIPTION:**

**Core Functional Area – Operation Experience (Agility Logistics)**

* Customer Services for Order management follow up right from cargo received till departure.
* Command and co-ordinate with the Asia Pacific region (eg: China, Honk Kong etc) on PO management and Co-ordinate with European countries like Sweden and Chile regarding consolidation of shipment and container’s.
* Communicating with business owners and sales desks in resolving issues and clarification.
* Has limited impact on own work team; works within standardized procedures and practices to achieve objectives and meet deadlines
* Heading Customer Services of Ocean Exports and end to end follow up from Cargo receipt to delivery.
* Timely submission of management reports and KPI reports through rigorous follow up with Origin. PO’s were consolidated and ship within the given ship window to reach TAT which agreed to the customer.
* Analyze the historical data of each origin and provide the management report to all the Regional CRM.
* Daily audit on documents like FCR, Sea quest Bill (HBL), MBL, PL etc.
* Survey taken about carrier performance by points from all origins and suggest to prioritize the carrier for future shipment.

**Roles & Responsibilities:**

**Primary Responsibilities:**

* Liaise and makes suggestion to improve performance (Vendor, Origins, Shipment compliance, etc).
* Understand the business requirement and provide effective operation solutions to meet established goals and objectives.
* Recommends on-time solution for identified problems and review assigned areas of responsibility for compliance.
* Maintains process and procedural manuals and get sign off from CRM.

**Roles & Responsibilities in Data Analysis and Quality:**

* Develop analytical reports that take into consideration of Customer Order, Vendor Booking, Shipments Allocation, DC Handling, Transportation and Lognet system handling components to optimize the KPIs
* Gathers data on SKU performance and makes recommendation to improve the flow.
* Prepare Stakeholder engagement – Branch scorecard of process compliance.
* Investigates errors, find out root causes, and develop / recommend solutions.
* Resolve quality issues along with the quality team. Also, maintain process Pareto charts and Control charts

**Other Functional Areas:**

**BUSINESS PROCESS EXPERIENCE SUMMARY:**

* Conducted many internal Process & Product audits across all teams and identified numerous NC to implemented CAPA.
* Showed 60% improvement by reducing errors through Quality Circle Concept.
* Implemented statistical process control as concept to drive achieving the service deliverable which has given insights to process owners
* Identifying and facilitate lean projects to improve the processes.
* Develop a mechanism to find out the idle time of operators of teams which increased the capacity utilization of team.
* Defining the Metrics for the Process to ensure the customer requirement is met.
* Identifying the NVAs of the Process flow through Process Analysis methods.
* Performing Failure Mode Effect Analysis for new process migration to ensure seamless migration.
* Ensuring the Error Data Bank is being maintained properly and actions are taken with agreed deadlines.
* Coordinating with Internal Stakeholder to share the identified areas of improvement to take actions.

**PROJECT DETAILS:**

1. **PROJECT NAME: Automation of ISCS Non-compliance report resulted ~1.2 FTE Savings.**

* **PROJECT DESCRIPTION**: Automated the ISCS Non-compliance for all client which resulted in 1.2 FTE Saving.
* **METHODOLOGY USED:  Plan- Design-Develop-Execute- Maintain.**
* **TOOLS USED:**Project Charter, SIPOC, Value Stream Mapping, FMEA, Test Case Builders, Pilot Road Map, RACI.

1. **KAIZEN EVENTS : Through Lean Workshop saved ~1.8FTE savings**

* Through elimination of Seven types of wastes in ISCS & India LogNetprocess which improved efficiency of processes resulted in ~0.4 FTEs Saving
* By rightly sequencing the process steps of LogNet process with assessing the risk has saved ~0.4FTE
* Reduced the processing time of the activities using quality tools and concepts and revised the target has saved ~1FTEs.

**Trainings Attended:**

* Lean Six Sigma Yellow Belt
* Email Etiquette
* Communication Training
* Customer service training
* Feedback Training
* Personality Development Training

**INTERESTS:**

* Reading Motivational and Management Books.
* Grooming my Co-Employees.
* Identifying unknown objects.
* Sharing the Learning’s.
* Snookers, Cricket &Carom Board.

**AWARDS:**

* Best Employee of the team - +3 times
* Orange Orbit – 3 (Going Extra Mile, Make A Difference & Avoid Blame Excuses & Denied)
* Best Team Award - 2

**PERSONAL DETAILS:**

* Date of Birth – 08thSeptember 1989
* Language Known – English& Tamil (Read & Write)
* Marital Status – Single

**EDUCATIONAL QUALIFICATION:**

* **B. COM – Bachelor of Commerce.**

Madras University – Chennai, Tamil Nadu, India.

Jun 2007 – Sep 2010 (60%)

* **S.L.C (Intermediate)**

MGR Hr. Sec. School- Chennai, Tamil Nadu, India.

Jun 2005 – May 2007 (51%)

* **S.S.L.C (10th standard)**

Government High School- Chennai, Tamil Nadu, India.

Jun 2004 (50%)

**DECLARATION:**

I Praveen Sudarsan, interested in recruitment. If given opportunity would fulfill my duties to the utmost. I am enclosing my resume for your kind perusal.