

**TRIVENI**

Email: [triveni.368902@2freemail.com](mailto:triveni.368902@2freemail.com)

**SNAPSHOT**

**Commerce Graduate with experience in:**

*Purchasing Transport Planning Credit Management*

*Invoice Management Customer Service Reporting & Documentation*

*Adminstration Communication*

* Proficient in supervising & controlling the logistics processes & services and providing valuable suggestions for efficiency enhancement
* In charge of Local and Import Purchase Orders. Maintaining relationship with Suppliers.
* Procurement and Custom Clearance of goods.
* Effective communicator & team leader combined with flexible and detail oriented attitude
* Excellent interpersonal, analytical, public relationship management & negotiation skills

**CORE COMPETENCIES**

* Managing logistics operations involving coordination with companies for freight forwarding, road transport and other external agencies to achieve seamless & cost-effective solutions
* Ensuring availability and delivery of right quality materials at the right time, price and terms
* Devising efficient logistics management system to ensure delivery of the goods / shipments as per committed timelines and cost

**CERTIFICATIONS**

* Certification in Planning & Organizing Skills
* Certification in Interpersonal Skills in Workplace
* Certification in SAP MM Purchase

**EMPLOYMENT DETAILS**

**IDDESIGN, DUBAI, UAE – A BRANCH OF THE EASA SALEH AL GURG GROUP**

**Joined as a Sales Consultant in September 2005. Promoted first as Sales Supervisor in 2009 and as Purchase Executive in 2013.**

**2013 – Purchase Executive - (IDDESIGN, DUBAI, UAE)**

**Key Result Areas**

* Initiate contact with vendors to check on supply, availability, invoices, purchase orders and contracts.
* Process Local and Import Purchase Orders based on RFQ from Stock Planner / sales from showrooms.
* Review and resolve all supplier invoice discrepancies and communicate with suppliers in relation to order processing as required.
* Assist in obtaining Comparative Prices and quotations from suppliers and making decisions based on it.
* Coordinate and follow-up on the Order Status Report from suppliers.
* Monitoring and tracking the shipments and Clearance Documents with forwarders/suppliers.
* Follow-up and Update on the Credit Notes / Replacements from suppliers.
* Resolving Suppliers & Customer queries and complaints.
* Provide updates to and liaise with the finance department for payment processing and release of payments to vendors.
* Monitoring to ensure that all POs are processed completely and close the same on time.
* Update the retail team on the availability / arrival of stocks.

**2009 – 2013 Supervisor – Sales & Customer Service - (IDDESIGN, DUBAI, UAE)**

**Key Result Areas**

* Set, monitored and continually seek to improve customer service standards within the division.
* Ensure that tasks are delegated appropriately in accordance with people’s skills and abilities.
* Ensure store expectations and priorities are communicated to staff and regularly reviewed and
* Provide feedback on staff’s performance against expectations.
* Monitor the performance of new starters and gavefeedback as appropriate.
* Maintain high standards of visual appearance throughout the showroom.
* Provide department reports on slow moving, fast moving and non moving items.
* Maintain a high level of store security for company assets, cash and stock and staff property.

**2005 – 2009 Sales Consultant (IDDESIGN,DUBAI, UAE)**

**Key Result Areas**

* Meet and Greet all walk-in customers to the showroom.
* Assist customers with product selection and suggest merchandise according to needs.
* Assist customers with locating products within the showroom.
* Order products not available in the showroom.
* Ensure timely delivery of all orders.
* Maintain and manage showroom premises.
* Respond to customer inquiries.
* Maintaining cordial relationship with new & existing customers

**GEEKAY ELECTRONICS, DUBAI, UAE**

**1999 – 2004 Secretary to Proprietor cum Store In charge**

**Key Result Areas**

* All Secretarial Duties like drafting correspondence, maintaining files and records; collecting and analyzing information, preparing reports viz. monthly sales reports, comparative reports of the various outlets, store footfall reports and conversion analysis etc.
* Provide inputs for purchases, marketing etc.
* Active participation in training all new joinees and refresher training to all existing sales persons for all the branches.
* Responsible for target setting and encourage the sales staff in achieving the same.
* Update the staff in all the branches about the new releases and new stock availability.
* Handling all correspondences to suppliers and assisting customers through telephonic and face to face enquiries.
* Handling day to day accounting & banking transactions and other routine office functions viz. paying bills, reimbursement of expenses etc.
* Maintaining records of the staff as regards their leaves, visa / passport renewals.
* Handling travel arrangements & itenary of the proprietor and the staff.

**EDUCATION**

* Bachelor of Commerce (B.Com) from University of Mumbai, India.
* Honours in Network Centered Computing from NIIT, Mumbai, India.

***IT Skills:*** *Well versed with MS-Office (Word, PowerPoint, Excel & Outlook) and Internet Applications*

**PERSONAL DETAILS**

Languages Known: English & Hindi.

Nationality: Indian.

Marital Status: Married

Visa Status: Employment