

Seeking middle to senior level assignments in Customer Care, Process and Operations Management with a leading organization.

**Profile Summary:**

- Organized Operations Executive for manufacturing environments with meticulous eye for detail in facilities maintenance and business functioning.
- Effective experience on Supply chain line within mass production setting.
- Patient communicator able to motivate others toward accomplishment of collaborative goals.

**Core Skills:**

- Supply Chain
- SAP
- Customer Care

**Career Scan:**

<b>November 2019 – February 2019</b>	<b>Insignia Ltd., Tanzania</b>	<b>Customer Care Consultant</b>
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- Tracking and improving Service Levels to Dealers in Dar-Es-Salaam.
- Assist with Inventory management
- Assists in the organization of all logistics activities: meetings, conferences, etc.
- Preparing the file for tracking all the orders received from customers, conveying the same to Production, follow-up on receipt from Production, ensuring dispatches to the customers and communicating with the Sales Personnel
- Building the inventory list upon receipt of the goods, arranging for stock count and proper placement in Finished Goods' store
- Keeps customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions.
- Replaces damaged items, shortages, and mis shipments by determining optimal response of replacement or credit.

**Significant Highlights:**

- Acted as Custodian for various Depots, stock maintaining, Order Management and Production Follow-ups.
- Handled activities like Perpetual Stock Taking, PPG Stock Management Etc.

<b>December 2017 – March 2019</b>	<b>Cogito Ergo Sum</b>	<b>Admin. Manager</b>
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- Coordinate office activities and operations to secure efficiency and compliance to company policies.
- Supervise administrative staff and divide responsibilities to ensure performance.
- Manage agendas/travel arrangements/appointments etc. for the upper management.
- Manage phone calls and correspondence (e-mail, letters, packages etc.).
- Support budgeting and bookkeeping procedures.
- Create and update records and databases with personnel, financial and other data.
- Track stocks of office supplies and place orders when necessary.
- Keep stock of office supplies and place orders when necessary.
- Assist colleagues whenever necessary.
- Submit timely reports and prepare presentations/proposals as assigned.

**Significant Highlights:**

- Significant exposure to complete Employee Lifecycle Management right from joining, induction, process/confirmation, till smooth exit process.
- Handled activities like recruitment, policy formation, employee engagement programs & recruitment.

**June 2012 – March 2017      Berger Paints Emirates LLC, Dubai      Customer Care/Logistics Assistant**

- Processes logistics requests from Dealers and ensures follow-up action completed.
- Assist with Inventory management
- Assists in the organization of all logistics activities: meetings, conferences, etc.
- Organizes item orders by editing for price, promotions, weight compliance.
- Arranges shipments by checking stock to determine inventory levels; anticipating delivery requirements; placing and expediting orders.
- Ships items by examining items, destination, route, rate, delivery time; ordering carriers.
- Verifies items shipped by matching bills of lading; reconciling quantities; noting discrepancies.
- Keeps customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions.
- Replaces damaged items, shortages, and mis shipments by determining optimal response of replacement or credit.
- Protects organization reputation by keeping pricing, promotion, purchase order, and credit-limit information confidential.

**April 2007 – June 2012      Rishi Solutions ITeS      Manager Operations**

- Coordination and Supervision - Coordinate, manage and monitor the workings of various departments in the organization.
- Human Resources - Plan the use of human resources. Organize recruitment and placement of required staff. Establish organizational structures. Delegate tasks and accountabilities. Establish work schedules. Supervise staff. Monitor and evaluate performance.
- Communication - Monitor, manage and improve the efficiency of support services such as IT, HR, Accounts and Finance. Facilitate coordination and communication between support functions.
- Strategic Input - Liaison with top management. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.

**Academic Qualifications:**

2007      **MBA HR&BPO Management, Loksewa Foundations, Mumbai**  
2004      **B.Com, Mahatma Gandhi University, Kerala, India**

**Other Course:**

- Completed a 3 months course in Project Management from Dubai.
- Completed a 3 months course in Supply Chain Management from Dubai.

**IT Skill:**      Well versed with **MS office** and **SAP**.

**Personal Competencies:**

- Ability to work in a fast-paced environment to set deadlines.
- Excellent oral and written correspondence with an exceptional attention to detail.
- Enthusiastic self-starter who contributes well to the team.

**Beyond Curriculum:**

Cooking, Playing Guitar, Photography, Long drives.

**Personal Dossier:**

Date of Birth      :      26th Feb. 1979  
Sex      :      Male  
  
Passport number      :      K0379114  
Date of expiry      :      28th March 2022  
  
Languages Known      :      English, Hindi, Malayalam.  
Address      :      Ambi Preyattu House, Nedumkunnam Post,  
Kottayam District, Kerala – 686542.