

KALPANA MAHENDRAKUMAR BORIWAL

Add: Happy Home Apt, Shanti Park, Mira Road (E), Dist Thane - 401107

Email id: kalpanainfo11@gmail.com | **Contact No.:** 9867172089

Objective:

To secure a position with a stable and profitable organization, where I can be a member of a operation management team and utilize my skills & experience to the fullest.

Experience:

Beauty Essentials Marketing Pvt Ltd

May 2017 to March 2019

Operation Executive

- Ensuring all orders are routed and released in a timely manner for **Pan India Distributors/ SS (Super Stockist)** & direct customers / Corporate clients (Distribution Management System)
- Follow up with Distributors / SS & Corporate clients for claim products & outstanding overdue
- Co-ordination with warehouse to ensure smooth process flow, starting with receiving the Sales Orders until the sale is closed by invoicing and the shipment received by the Customer
- Constantly update customers with the shipment tracking details
- Preparing and present management reports in a timely manner
- Work closely with clients to understand their requirements and recommend changes in product by TQM, QA & QC to the clients
- Processing online orders on Flipkart, Nykaa, Purplle etc.
- Provide training to sales team & trainers regarding the operation process (**Order processing**), Different prices for the clients, schemes, kits, product knowledge etc.
- Has worked on PRX (Online Cloud based software), Tally ERP
- Communicating with both the customer and internal teams, and constantly manage customer expectations (**handling escalations**), Achieved customer satisfaction through successful deployments of new solutions

Kokilaben Dhirubhai Ambani Hospital

November 2015 to January 2016

Management Intern

- Stock out analysis of Out Patient Pharmacy - Maintaining daily inventories of medicines in Pharmacy department, Coordinating with vendors for RFQ, Evaluate vendor performance and client expectations, Making comparison from different vendors, Vendor Management

BhaktiVedanta Hospital and Research Institute

May 2015 to June 2015

Management Intern

- Studied the overall process of the hospital i.e. how the patients gets into various function of the different department i.e. from the initial stage (Enquiry counter) to the final stage (Discharge).

Projects:

- Worked on Sectorial Project on **Food Processing at Parle G** - Analysed the overall food processing for Parle G and the different processes like Kaizen, Waste Management, TQM etc. used in Parle G.
- Worked on Year long Project (**Research Project**) in MMS OPERATIONS on **Service Quality and Customer Satisfaction in Telecom Industry** : Analysing the satisfaction level of customers, factors which affect the quality of services provided to the customers, service quality gaps and provide suggestions to reduce the gaps and improve service quality in Telecom Industry.

Education:

| Degree | Year | Institute/University | Percentage |
|---------------------------------------|------------|--|------------|
| MBA (Operation Management) | April 2016 | Jankidevi Bajaj Institute of Management Studies, SNDT Women's university, Mumbai | 65.00% |
| BSC-IT (Information Technology) | April 2014 | Shankar Narayan College of Commerce, B.SC.IT, Mumbai | 76.00% |
| HSC | March 2011 | Sir Vithaldas Thackersey College of Home Science, SNDT Women's university, Mumbai | 55.00% |
| SSC | March 2009 | ST. Xavier s High School, Mumbai | 70.00% |

Achievements:

- Secured **2nd rank** in the college for B.SC(IT)
- Selected in **top 5** for personality pageant round in ST. Xavier s High School, Mumbai
- Awarded for meritorious rank throughout in graduation (2011-2014) from **Western Railway**
- Completed **Advance Excel certification** from Market Wizardz

Additional Information:

- **Leadership Positions Held:** Officer of Operations club at JDBIMS and also headed event committee in graduation college
- **Team Work Experience:** Planned and executed events in college including Astitva, Udaan, U.G.C Supported National Symposium on Disruptive Technologies and Management Challenges working with other students and professors etc.

Area of Interest:

Operations Management, Vendor Management, Stock Management, Purchase Management, Supply Chain Management, Kaizen, TQM, Project Management, Product Management, Research etc.

Language Known: English, Hindi, Marathi