

CURRICULAM VITAE



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Present Address: 6/1/1, Boral Para Lane, Baranagar, Kolkata- 700036. West Bengal.

Experienced area: Supply Chain/ Ware House Distribution/ Ware house Operation
Logistics/ Shop floor Operation/ Customer Care / Sales & marketing.

OBJECTIVE

Seeking full time assignments with a leading industry that offers professional growth while being resourceful, innovative and flexible. Willing to work as a key player in challenging, creative & goal oriented environment.

PROFESSIONAL SYNOPSIS

- ✦ A self starter an effective planner with strong interpersonal and good reasoning skills.
- ✦ A quick learner with the ability to work under pressure and meet deadlines.
- ✦ Having knowledge to handle a team & know the Process to get the work from them...

CURRENT ENGAGEMENT

Involved with a business with my cousin brother at near Haldia (W.B) location. This Place is absolutely village area & my brother has a small grocery shop at there.. We have started our marketing at surrounding 10 km area & try to convince local people about E-marketing from April 2019. We continuously informed them how to get all necessary materials at door step by using smart phone only, as like as Flip cart Big Basket & Gofers are doing in Big Cities. Out of the box we helped our Customers by supplying them all items what they need with same market price. Our effort gives us good achievement on sales target in last ten months. We are supplying mainly Grocery, Vegetable, meat, fish, medicine, water & other non food articles also.

ORGANIZATIONAL EXPERIENCE

- **Company:** Big Basket (SGSPL)
- **Designation:** Kirana Operation Head
- **Date of Joining:** From 17th January 2018.
- **Last Date :** 16th March '2019
- **Duration:** 1 year 2 months.

JOB PROFILE

After took the responsibility of such role from January '18 onwards, I need to monitor entire B2B delivery responsibility including HoReCa & Kirana. On time delivery & Accounts reconciliation was the main KRA in such profile, which was 93% for Kolkata.. We also given prioritize to our Customer's issue resolve & understanding their demand . In B2B its 100% business growth happen (Value wise) within span of 10 months it's because of proper execution & planning of delivery.

In Case of cash reconciliation still my last date it's only -Rs.1200 from the value of Rs.86K negative.. It's happen due to regular follow-up of payments with sales team. Build a good relation with every customer is also an important criterion for us by giving them best service & we got 87% on this in Pan-India. We had team strength of approx 50 persons including 42 delivery people. 1 ops controller & 5 DEOs are directly reporting to me. To complete defined work with given time with available resources was the main function for us. Also keeping in mind to obey company process & maintain cost which made our- selves flexible as per business demand.

- **Company:** Reliance Retail Ltd.
- **Designation:** Department manager
- **Date of Joining:** From 15th September 2015
- **Last Date :** 1st January '2018
- **Duration:** 2years 4 months.

JOB PROFILE

From 2015 , September I had joint as a department manager of Kirana Department, at Asansol. Where I was handle a team of 24+ members with my team & we were fully responsible to generate customer's order/picking/checking/packing/KPL article stock maintain/Offer maintain /Price check/FEFO maintain/damage maintain/vehicle management / Delivery/Return article maintain/minimize credit note/D+1 delivery & cost control. Still last date achievement status was reduced delivery cost from 3% to 1.72%. & our efficiency increased up to 92%. As per YOY our Business from Kirana increased more than 80% & on comparison with last financial year we were continuing our NRE efficiency above 92% on that financial year. Also still my last date I was taking care of CSD or FOH & Cash with the same

manner where lots of details like customers footfall, buying - non buying customers data capture, calling activity, promotional displays, Offer details, Credit Note, New registration, billing, cash management, Banking, Customer's Accounts management -such kind of things I was taken care with the help of total 75 man power strength including 3 team leaders...

- **Company:** Metro Cash & Carry India Pvt Ltd.
- **Designation:** Supervisor
- **Date of Joining:** From 2nd January 2008
- **Last Date :** 11th September'2015
- **Duration:** 7years 8 months approx

JOB PROFILE

From 2008 to 2009 in marketing for preparing its customer database. From 2009 December after Metro opening to April2011, In Customer care department, Proper service to all Core customers or Key Customers- including their order taking, picking, billing & despatching to their address etc. From 2011 May to 2012 November was in Grocery Department as a supervisor. That was the most important Department in the store & keep that continue was the major duty on that period. Make the Stock availability/ Identify Core articles/ stock ordering/ Sales/ Shrinkage Control/ contact Customers/ Target achievement- these were the major responsibilities. As a result 45% Sales growths in department & 54% sales growth in store on that period. After 2012 November, in Logistic Department. Delivering the goods to all- its customer including Traders/ Hotels/ Home Delivery etc. Maintain proper delivery timing for All HoReCa Customers was a big challenge on that profile. Similarly we need to do cost control & it should be less than 1.4% always against to delivered invoice value. As a result approx. 13% reducing in transportation cost in end of 2013 Vs 2014. Also we are holding approx. 26% sharing for(delivery materials)of the sale value of total DC sale.

ACADEMIC QUALIFICATIONS

2001-B.Sc with 50% in Bio-science-Passed from Kulti College – Burdwan University

1998-H.S in Pure Science with 50% from Chelidanga High School. Asansol

1995-Madhyamikwith 56% SubhasPalli VidyaNiketan. Asansol.

EXTRA CARRICULAR ACTIVITIES

Took training & Participate in Drama & Painting.

COMPUTER KNOWLEDGE

Microsoft office/ Excel /Word /Internet/ Microsoft Power Point

PERSONAL DETAILS

Father's Name	Late Shib Nath Dawn
Date of Birth	01/01/1979
Nationality	Indian
Religion	Hindu
Permanent Address	6/1/1 ,Boral Para Lane , Baranagar, Kolkata-700036
Marital Status	Married
Dependents	Mother, Wife & Son (5 years)
Language Known	English, Hindi, Bengali
Interests	Listening music & Long Drive.

DECLARATION

I'm Tirthankar Dawn, hereby declare that all the information furnished above is genuine and true to the best of my knowledge.

Signature:
Kolkata,
Tirthankar Dawn

