

## **EXPERTISE:**

- Strategic Planning
- Business & Operation
- Collateral Management
- Cost Optimization
- Commodity Management
- Distribution Management
- Logistics Management
- Inventory Control
- Process Improvements
- Warehouse Management
- Dispatch Management
- Supply Chain Mgmt.
- Sourcing/ Procurement
- Material Management
- Vendors & Suppliers Mgmt.
- Team Management
- Decision Making
- Leadership Acumen

## **CORE SKILLS**

### **Strategic Planning and Support:**

- Delivering valuable strategies and providing information regarding detailed strategies they might need to improve upon in the organization. Working with companies to improve business strategy
- Demonstrated prowess in providing operational and technical leaderships ensure achieving companies' missions

### **Business Operational Excellence:**

- Approaching businesses to offer valuable operational solutions along with providing suggestions on service improvements.

### **Logistics/Supply Chain Management:**

- Expert skills in planning the procurement, production, inventory control, logistics and distribution; handling FMCG DC of 80000 Sqft. at Ahmedabad.
- Actively participating for establishing cold Supply chain. Skilled in planning and implementing logistical strategy, ensuring targets are met. improving the overall supply chain and look for any possible innovations to the process

## **DHARMENDRA KUMAR JAISWARA**

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## **Result-Driven Supply Chain / Procurement & Logistics Management Professional**

### **Snapshot Profile:**

- **An accomplished and diligent performer with expertise and prowess over 11 years** in managing gamut of activities spanning across the strategic planning, Logistics, Procurement & Supply Chain Management, business operations, process improvements, and team building.
- Extremely strong aptitude to understand complex business operations processes and objectives & capitalize on gained knowledge to create value for the business
- Exhibited prowess in heading new-set ups/ diversifications, managing supply chain functions with an emphasis on value addition to existing operations, escalating business progressively by generating significant cost savings and developing procedures & operational policies
- Proficiency in formulating procurement strategies and identifying & selecting vendors for obtaining timely procurement of materials at favorable terms
- Skilled in handling supply chain of Retail/ fresh food including Production/Planning/Processing, Logistics, Vendor & Warehouse management.
- Experience in handling distribution & Logistics operation for warehouses, controlling cost & improve efficiency level. Unequivocal skills in managing effective supply chain programs and processes to assure continued success in customer satisfaction; expert skills in ascertaining areas of issues & implementing changes to improve performances
- Versatile, innovative, and trustworthy management professional able to see "big picture" while staying on top of all the details. Excellent communication, team building, and relationship management skills

### **Work Experience**

**Jan 2018-Present with National Collateral Management Services Ltd. (NCML), Gurgaon,**

#### **Succession Path:**

- Aug 2020-Present: Zonal Manager – North
- Jan 2018-Jul 2020: Regional Manager (Business & Operation-North, Agri commodities)

#### **Zonal Manager – North**

**Areas – Delhi, Haryana, Punjab, Jammu, Himachal, Uttar Pradesh & Uttarakhand**

**Business Handled – Warehousing, Collateral Management, NBFC, and SCM**

#### **Key Deliverable**

- Managing complete business development activities of Warehouse Service business.
- Successfully built a business through banks and financial institutions for WHR financing, agricultural loans, commodity financing, collateral management, and other financial structures
- Accountable for hiring and de-hiring of warehouses, effective business utilization per capacity and ensure all legal compliance such as SLAs, quotes, rates per sq ft, approvals, renewals, licenses such as FSSAI, fumigation, etc., including accreditations and other related aspects. Trade Facilitation and Procurement skills for all Agro commodity processing industries.
- Carrying out various activities such as budgeting, monitoring stocks, managing safety inventory to ensure effective Supply chain management, and ensuring quality in incoming raw material.
- Making sure that 100% customer satisfaction through operational excellence and implementation of SOP, personal rapport and meeting with clients and ensuring to deliver high level of warehouse services, with no customer complaints

### Procurement/Materials Management

- Extensive exposure in Preparing purchase schedules for procurement of raw materials to ensure smooth execution of business operations. Confirming the specifications of materials, establishing quality & quantity limits for inventory control

### EDUCATION

- **Post Graduate Program** in Agriculture Warehousing & Supply Chain Management from **MANAGE** (National Institute of Agricultural Extension Management), Hyderabad, 2009
- **B.Sc. (Agriculture)** from College of Agriculture, G.B. Pant University of Agriculture & Technology, Pantnagar (Uttarakhand's), 2008

### ACADEMICS PROJECT

- **Title: Scope of Agriculture & Non-Agriculture Warehouses Businesses in Delhi & NCR**
- **Organization:** National Collateral Management Services Ltd., New Delhi
- **Period:** Nov'08-Dec'08
- **Description:** The objective was to analyse the existing gap between the total arrival of produces and warehouse facilities available. Aimed at finding out what types of warehouses were available in the areas

### TECHNICAL SKILLS

- Well-versed with Windows, MS Office and Internet Applications, SAP

- Coordinated with state heads for achieving business targets and motivate junior members in such effort. Setting the KRAs and KPIs for all sales shall monitor periodic progress.
- Ensuring that complete quantity and quality of grains / Agro commodity is maintained at each of the warehouses with no cases of complaints related to pilferage, loss of commodity operational failure. Ensuring 24X7 basis security guards across warehouses and commodity to ensure 100 % security to stock

### Regional Manager (Business & Operation-North, Agri commodities)

#### Key Deliverable

- Achieving regional business operational objectives by contributing regional information and recommendations to strategic plans and reviews; preparing and completing action plans
- Dexterously working as a Collateral manager and handling business of collateral manager, storage & preservation; delivering support in non-banking finance; dealing with the government agencies, mid & semi corporate in managing business operations.
- Accountable for business development, both for corporate as well as Retail Clients for North Region (Delhi, Haryana, Punjab, Jammu, and Himanchal). Recognizing, categorizing the procurement needs of the Industries, Trading bodies for the Seasonal Agri commodities; dealing with various public and private sector banks for business
- Planning and managing operational policies and strategies in a given region
- Dexterously steering and driving the team to generate the desired warehousing & CM business in the region assigned for commodities like Rice, Wheat, Paddy & Pulses
- Pivotal in hiring and de-hiring of Warehouses along with its proper business utilization as per available capacity and ensure compliance. Making sure 100%customer satisfaction through operational excellence and implementation of SOP, personal rapport and meeting with clients and ensuring to deliver a high level of warehouse services, with no customer complaints
- Working with Processors, Trader, and farmers of Rice, Paddy, Wheat, and Pulses for stocking and finance. Dealing with Trader for the execution of Order Matching / Auction through MKTyard.com. Ensuring skills enhancement and development of every individual in the team by providing direction, and training to the team.

### Apr'10-Dec'17 with Reliance Retail Ltd.

#### Succession Path:

- Apr'16- Dec'17: Chief Manager (DC Manager-Fresh Food DC), Ahmedabad, Gujarat
- Apr'14- Mar'16: Sr. Manager (DC Manager-Fresh Food DC), Ahmedabad, Gujarat
- Apr'13- Mar'14: Manager (DC Manager-Fresh Food DC), Cochin, Kerala
- Apr'11- Mar'13: Deputy Manager -Supply Chain Operations (DC Manager-Fresh Food DC), Cochin, Kerala
- Apr'10 – Mar'11: Assistant Manager (CC In-charge, fruits and vegetables), Cochin, Kerala

#### Key Deliverable

- Entrusted with the overall accountability of developing and leading the development of the plan; maintaining alignment of operations scope with strategic objectives. Directed development and implementation of key strategies plans and making sure the end-to-end provision of supply chain solution. Implemented new or improved supply chain processes.
- Accountable for planning & execution of Bakery manufacturing unit constructions
- Responsible for overseeing and managing company's overall supply chain and logistics strategy and operations in order to maximize the process efficiency and productivity
- Actively involved in the **Inward and Outward functions of fresh foods, dairy products and frozen products**. Successfully handling of rising of bananas and mangoes. Delivered support to the organization in reducing the overall cost of the operations.
- **Handled a distribution centre** and looked after the transportation of goods into and out of the warehouse. Inspired the Procurement / Logistics Team to achieve their productivity, efficiency, accuracy, and effectiveness of goals.

## TRAINING

- **Title: Rural Agriculture Work Experience Programmers (Village Attachment, Industrial Attachment & Plant Clinic)**
- **Organization:** College of Horticulture-Bharshar, Village-Bharshar, Dist-Pauri (Uttarakhand), Organization: Pallavika Nursery & College of Agriculture, Pantnagar
- **Period:** Jun'07-Dec'07 (6 Months)
- **Description:** Aimed at requirement analysis & information gathering to achieve goals and meeting farmers & also working with them. It involved a demonstration of new varieties of seeds & fertilizer effectiveness in the field, farmer's meetings, and focus group formation to make them aware of better production. Understanding the Marketing & Sales of Products during industrial attachment
- **Title: Practical Crop Production (PCP)| Period:** Jun'06-Dec'06
- **Description:** The training involved cultivation of crops and team management. During PCP, 1 hectare of land was allocated by the college to each team (8 members) for growing Rice & Wheat. Then after, the crop was sold in the market

- Reduced the losses & bottlenecks from sourcing to delivering to the stores; identifying the areas of hurdle and taking the correcting actions for the same.
- Defined performance **metrics for measurement, comparison, or evaluation of supply chain factors, such as product** cost or quality. Drove successful process and continuous improvements
- **Steered a team of 120-150 people** for achieving the overall profitability of operations
- Managed the efficient receipt, storage, and dispatch of a wide range of goods at warehouse.
- **Maintained operating cost (CPC & Transportation) less than 100%** of allocated budget through Vehicle & Capacity Utilization, Vehicle utilization (> 3 trips/Day). Assisted the vendors in improving their quality based on the production feedback & criterions such as percentage for rejections, quality improvement rate, etc.

### Noteworthy Highlights:

- Accredited as Star Performer in 2014-15, 2015-16 & 2017; awarded Best Improved CPC nationally for 2015 & 2017.
- Bestowed Best Performing Medium/Small Size CPC nationally for 2010-11; the honour of being rated as "Blue (Outstanding Performance) in 2011" during annual performance appraisal. established Bakery Division in CPC.
- Assessed New Distribution center & after transferring of operations to a new facility (distribution center); we have reduced Transportation Cost by 30 % (Approx. 7 lakh/Month)
- Accomplished 98% On-Time Delivery to the Stores as per planned schedule
- Controlled the Losses (0.4% of throughput) against 3.5 % previous losses. Ensured operation Compliances received 98% for Transportation & 90% for operation during Internal Operation

## Prior Work Experience

**Apr'09-Apr'10 with Unifrutti India Pvt Ltd., Gurgaon**  
**Executive-Operations (Maharashtra and Tamil Naidu)**

### Noteworthy Highlights:

- Worked and elevated as Executive Operation from Management trainee within 6 Month & given the responsibility to handled whole operation
- Started Dispatches of Banana to Middle East Market with 78% A grade Banana against 70% of set Target. Executed strict measures in the operating procedure to optimize capacity utilization and achieve cost reduction

## Personal Information

- **Linguistic Abilities:** English, & Hindi
- **Date of Birth:** 12th April 1984