

## Lalit Baniwal

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### Objective

**Seeking assignments in Procurement, Material Management, Vendor Development with an organization of repute.**

### SYNOPSIS

- A versatile professional with over **9 years of corporate experience** into various sectors including **Procurement, Vendor Management, Supply chain, Insurance, Customer Service, Finance & Banking.**
- Over **4 years** of rich experience in Procurement industry (Expertise in IT & Non IT buying Services domain) & handling of various Vendors, Inventory Management, Logistics, operations planning & co-ordination.
- Worked with Max Life Insurance company Ltd. as an Assistant Manager - IT Procurement.
- Expertise in Supply Chain activities involving **Vendor Development, Procurement, End to End Purchasing , Order management, Material Planning, Scheduling, Inventory Management and Logistics** of materials.
- In-depth understanding of **critical business drivers** in the market; successful in building relationships with key influencers and delivering on customer commitments.
- Skilled at **coordinating set of techniques** to plan & execute all steps in the network used to acquire raw materials from vendors, transform them into finished goods & deliver both goods & services to customers.
- Adept at **preparing contracts** with vendors to get tooling manufactured and materials in conformance to given specifications and services
- Proficient at using on line **e-auction tool “ Ariba”**

### AREAS OF EXPERTISE

#### ***Procurement / Sourcing Vendor Development:***

- Identifying, developing & maintaining vendor base for timely procurement of materials and services at favorable terms to ensure smooth operations, product launches and Marketing campaigns.
- Preparing purchase schedules for timely procurement of bought out materials, and capital equipment to ensure smooth execution of projects.
- Identifying & developing quality vendor/supplier base for cost effective procurement of materials.
- Preparing Annual Rate Contracts with vendors for stockable items and timely renewal of contracts after complete review.

#### ***Vendor Development:***

- Taking adequate measures like conducting audits to monitor, analyse & control the performance of vendors pertaining to cost, quality and delivery norms.
- Manage customer service operations for rendering and achieving quality services; providing first line customer support by effectively addressing customer queries, resolving their issues.
- Optimum resource utilization for maximum service quality.
- Provide exemplary services to customers for exalting customer satisfaction.
- In-depth knowledge of the working of Insurance Operations – Agency, New Business,

### Employment History

**Max Life Insurance Company Limited.**

**Asst. Manager – Procurement : July 2009 – 30<sup>th</sup> June 2014**

**Responsibilities:**

- Responsible to analyse the PO and Spend data and publish it to the management for their feedback and planning.
- Develop Workflow, process standardization, and team building documents/ activities in order to enhance productivity.
- Inviting offers from vendors/contractors as per BOM following RFI, RFQ and RFP Procedure, evaluating techno-commercially and awarding purchase
- Orders/work contracts after negotiation. Coordination with GO's, other departments to redress issues, queries within agreed timelines.
- Raising RFI, RFQ and comparative analysis for bidding process and vendor negotiations & finalization.
- Design & develop processes and implement as per requirement.
- Ability to identify issues and concerns of internal and external customers and assist in logical, timely closure.
- Ensure support to distribution with effective relationship building.
- Ensure smooth functioning of all communication modes for external customers.
- Process and maintain maps and Dashboards as per Audit Requirement.
- Analysis of data & proposing action plans on the same.

**Projects & Achievement:**

- Successful implementation of refurbished cartridges PAN India resulting considerable saving of Rs. 40 L per annum.
- MPLS Consolidation saving Rs.2.5 crs pr annum
- Successful implementaion of MPS services PAN india.

**June 2007 – July 2009 : Executive Operations****Responsibilities:**

- To manage a team of 16 members handling customers/GO/Agent queries to resolve them within the advised TAT
- To improve Productivity & Speed of Resolution of Queries
- Handling a project for improving delivery service of the mailers and the documents sent to the customers
- To train the new recruits on process and company policies and procedures
- To address and all queries/issues of the team members effectively.

**Achievement:**

- Received Star of the Month for Aug and Sep 2008.
- Overachieved the TAT target for consecutive 3 months.
- Have been giving trainings to the New Joinees on the overview of customer services.

**HDFC Bank Ltd:**

**Corporate Relationship Officer (FX-CARDS):****December 2005 – June 2007**

- Responsible for achieving branch and cluster targets for the division which includes sales and handling query of existing customers and different branches ( seven ) in the cluster.
- Handling a team of four members, responsible for on time deliveries and payment collection from the clients. Attending escalated matters as a supervisor by providing accurate information and effective solutions in minimal time frame.
- Mentoring the team and analyzing performance management, keeping in mind the acceptable risk management & time management
- Managing complaints through effective administration and follow-up of the enquiry logs and adequate escalation of unresolved customer problems Responsible for handling Unit Monthly MIS and reports like DSR, bill submission, reconciliation etc. and workings on the step up targets for the designated branches
- Provide Trainings to retail branches on FOREX cards. This includes product knowledge, Sale Techniques, Acquiring New Corporate.
- Handling major corporate clients such as HCL TECHNOLOGIES, RANBAXY, XANSA, HUGHES, KPMG, SIRF TECHNOLOGIES, WHIRLPOOL, LG, etc.
- Co-ordinating with various departments and HDFC Bank Retail branches to Provide Sales related support to cater to the Retail Clients and assisting the marketing department in their documentation and to be an interface by corresponding.

**Trainings Attended & Certifications:**

- Insurance concepts and Products
- Business Writing skill
- Group Team Building (GTB) Training
- Yellow Belt

**Educational Qualification:**

- Pursuing MBA from Symbiosis, Pune
- Bachelor in Arts from Delhi University
- Senior Secondary from Mahatma Phule S S School
- Diploma in Computer Applications

Place: New Delhi

Lalit Baniwal