

NIKUNJ SHARMA

Accomplished Supply Chain Manager

Extensive experience in Supply Chain Management, Commercial Operations, Customer Service Operations, Team Management and Process Reengineering; targeting assignments in West & North India

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Profile Summary

- Accomplished professional with over 21 years of experience that reflects year-on-year success in managing Inventory, Customer Care, Store, Logistics & Supply Chain, Commercial Operations, Sales & Distribution, Production Planning, Warehouse Management across FMCG, Paints Manufacturing industry and Retail industry
- Acknowledged with the Certificate of Appreciation from the General Manager - South West Asia for the outstanding support for achieving the targets of production and sales to the direct customers on time
- Pivotal in providing key supply chain inputs to the operations business plans and participating in the design of the regional Supply Chain strategy
- Proven excellence in formulating Supply Chain & Logistics strategies and policies to achieve optimum cost of goods and services within the required time, budget and quality standards
- Played a key role in streamlining operations by utilizing & implementing processes that meet company standards and clients' needs, thereby ensuring profitability, quality and excellent customer service
- Expertise in appointing & negotiating with transporters, C&F agents to ensure cost-effective and timely movement of consignment
- Excellence in various facets of Inventory Management using FIFO, thereby garnered capabilities in Stock Management & Record Keeping, Stock keeping & Replenishment, Logistics and Valuation & Analysis
- In-depth understanding in managing export to different part of world by following ups with forwarder and export customers
- Gained excellence in RM planning and RM procurement with extensive experience in spearheading the implementation of procurement strategies, vendor identification, development and analytical assessment with key focus on aligning the resources
- Track record in developing strategic models through excellent structural, disruptive and critical analytical skills
- Proven excellence in achieving business growth objectives within rapid changing environment
- Innovative and free thinker who take decisions on operation executions.
- Very well adaptable corporate standards to newly developing platform .
- Effective leader with distinguished skills in training & motivating a large workforce for accomplishing greater operational efficiency & high-resolution rate in accordance work processes
- Articulate leader with notable success in directing a broad range of corporate initiatives, while participating in yearly planning, analysis & implementation of solutions in support of business objectives



Core Competencies

Supply Chain Management

Team Building & Leadership

Customer Service Operations

Logistics Operations

Commercial Operations

Sales & Distribution Management

Process Excellence

Production Planning & Control

Warehouse Management



Education

- MBA - Operations from Nagaland University, Kohima in 2014
- Bachelor of Commerce from Jammu University in 1997



IT Skills

- Windows, SAP PP/ MM Module, Promix , MS Office & Internet Applications



Soft Skills



Communicator



Collaborator



Thinker



Innovator



Intuitive



Notable Accomplishments Across Career

- Played a key role in **conceptualizing and driving development of innovative** with significant market potential
- **Mentored the team** on areas such as process performance, problem analysis, strategic thinking and developing new skills
- **Ensured correct placement of training & compliance structure** along with their proper documentation as a member of the senior team and got recognized or the same
- Have the passion to drive results and get work done by urgency.

• Work Experience

Suntara cosmetic Pvt ltd

From 11 Jan 2021 - 31 Jan 2023. – Sr Manager Customer service& Logistics.

- To service customers with agility through end-to-end ownership of appointment, dispatches and deliveries within agreed timelines to all customers.
- Ensuring rapid response and system updating to help faster work streams
- Responsible for overall customer service and logistics activities includes weekly calls with all Pvt label customers in USA, UK and rest of Europe.
- Daily production planning monitored to get updated about production issues.
- Weekly production review to understand the obstacles, which slow down smooth operations.
- Provide strategic directions and communication both to internal and external customers.
- Team development sessions and moral boosting environment to boost up teams moral.
- Continues need to find opportunities to reduce cost of logistics and cost of production.
- Giving support to team for their coordination with international customers.
- Cross functional meetings with Logistics, Planning, production, NPD and quality.
- Monthly meetings with sales for the reviews of services they expect from SCM.
- S&OP meeting to review operational issues and timely solutions for smooth running.
- Quarterly visit to Dubai office to review customer service team over there.
- Monthly review with senior management on previous month operational issues and challenges.
- Manage, develop and strengthen various external relationships (Freight forwarders, carriers, warehouses and suppliers)
- Set departmental objectives/KPI and review and assess ongoing performance of direct reports.
- Surveillance on transporters matrix including their performance and on agreed TAT.
- Monitoring strategic purchase considering increase in prices during budget.
- Managing Capex requirement / quotation to support WH operations.
- Implementing and Analyzing cost and Budget controls.
- Continuous supply for E com business to maintain brand in Market.

Jul 2014 – May 2020 with Kerry Ingredients, Bawal

Jul2014 – Jul 2016 Manager – Customer Service and Planning

Aug2016 - May 2020 Supply Chain Manager

Key Result Areas:

- Collaborating with Accounts Sales Managers to ensure that accurate and timely information is provided to customers
- Driving the efforts for analysis, development, and implementation of strategic business plans & policies, ensuring organizational growth for targeting maximum profitability & cost effectiveness
- Developing rapport with clients; assessing needs and responding effectively to pressure and deadlines
- Maintaining productive relations with the customers to ensure repeat business opportunities
- Ensuring to maintain highest standards of customer service giving preference to customer satisfaction and resolving customer problems & concerns
- Nurturing healthy relationship with customers by satisfying their queries and providing them advice as per their individual needs for referral & repeat business
- Monitoring Service Level Agreement (SLA) for ensuring customer retention and service level reports to the major customers
- Managing warehouse functions to maximize operational economy and developing reports for the same
- Internal stock audit monthly and externally also requires at completion of financial year.
- A category perpetual inventory on daily basis.
- Safety protocols and no stone unturned in terms of safety to make better and safe environment to work.
- Assessing workplace with consideration to Health and Safety and advising supervisor for any accidents, incidents or concerns
- Participating in the company's environmental management initiatives
- No gaps in documentation requires for reverse stocks also .
- Providing leadership to the Planning and Customer Care Teams, delivering customer service targets, inventory and write off targets and support the delivery of annual budgets
- Acting as the "Face and Voice" of the organization with the customer
- Contributing in self-care design framework to empower customers and quality interventions
- Spearheading discussions on operational issues, ensuring engagement and transition activities are completed on time
- Maximizing customer loyalty and satisfaction with key customer stakeholders by driving value in service delivery; implementing industry leading practices in the organization
- Recommending training programs for new joiners; ensuring that trainings delivered to the team are put into effect and feedback is given on the program success thereby ensuring a transparent review of acquired talent.
- Provide Leadership to the Sourcing team at Corporate and the procurement Leads at the units to ensure their delivery on Sourcing commitments.
- Renegotiate numerous agreements to deliver the targeted/agreed savings for the company
- Strategically develop and implement commodity/supply chain strategies covering all categories like wheat flour, outsourced buying and packaging, services and supplier processes enterprise to deliver maximum value, leverage, and standardization.
- Leading and influencing Category Analysis, Opportunity analysis, Specification challenge and Implementation of Projects.
- Ensure "buyers" are properly trained and follow purchasing requirements and policies.
- Optimize relationships with suppliers to balance cost and quality.
- Need to balance with budget and actual expense.
- Cost reduction parameters not need to compromise on cost of quality.
- Always need to maintain GMP, which is key to success in any food company.
- Audits are part of all food or pharma industries, Audits from external customers and internal global customers.

Report to management the measurable status of progress and corrective actions as it pertains to supplier performance.

Ensure performance improvement and recovery plans are developed, issued, tracked and reported on as required for supply base management and improvement.

- Projects executing time bound assignments to achieve objective set by corporate.
- Optimization analysis Executing strategic network wide growth like inventory optimization network optimization.
- In tough times proud to be part of production team also for more than one and half year.
- Results expected by management during difficult circumstances deliver quite handsomely.
- WH audits internal and external as per company policies and norms and as per requirement.



Previous Experience

May 2007– Jun'2014 with International Flavors & Fragrances India Pvt. Ltd., Jammu

Growth Path:

May'07 – May'11

Officer – Customer Service

Jun'11 – Jun'14

Assistant Manager – Customer Service and Planning

Key Result Areas:

- Steered the efforts for analysis, development, and implementation of strategic business plans & policies and ensured organizational growth for targeting maximum profitability & cost effectiveness
- Collaborated with Accounts Sales Managers to ensure that accurate and timely information was provided to customers
- Monitored inventory accounting, reconciliation and supply chain management
- Maintained regular follow-up with vendors to ensure supply of materials within defined delivery schedules
- Developed rapport with clients and assessed needs as well as responded to pressure and deadlines
- Drove the initiative for processing of orders / P.O. for customers through SAP package
- Nurtured productive relations with the customers to ensure repeat business opportunities
- Maintained highest standards of customer service to give preference to customer satisfaction
- Monitored Service Level Agreement (SLA) for ensuring customer retention and service level report with the major customers
- Managed warehouse functions and ensured to maximize operational economy
- Prepared stock inward outward, receipts, storage plan and other related documents
- Generated various MIS reports like warehouse occupancy, stock availability vs sales orders
- Monitored the whole gamut of warehouse management functions and ensured achievement of top line & bottom line targets; monitored judicious space management and followed up for timely delivery of finished goods
- Settled various issues in warehouse, inventory, delivery, billing, service operations by coordinating with concerned departments
- Arranged appropriate vehicles for transportation of goods as well as followed up with vendors and distributors for end-to-end supply chain.

Sep'04 – Mar'07 with Berger Paints India Ltd., Jammu as Executive – Dispatch

Team: 15 members

Feb'01 – Aug'04 with Wills Lifestyle (ITC Unit), Jammu as Stores Manager

Personal Details

Date of Birth: 5th February 1975

Languages Known: Hindi , English

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