

GunjanBharatkumarPatadia

Email: gpatadia9378@gmail.com, Contact: ++91 9714444156; 91 9824474563

CAREER OBJECTIVE

Seeking a challenging career in Supplychain/Logistics Management, with an inbuilt ability to produce best customer service output with a growth oriented organization through effectively aligning logistics distribution with business goal.

Currently Associated with **Vulcan Express Private Limited** (100% Subsidiary of SnapDeal.com) on position of Center Head - Dec 2014 – till date.

Key Responsibilities:

- Handling a team of 35casuals staffs.
- Ensure SLA for dispatched Pick up.
- Administration- Safety, attendance, roster, shift timings. Ensuring care regarding fixed assets, resources.
- Packing materials- Requisition, Inventory management, inward and handover to processing department.
- Ensuring process adherence, SOPs and guidelines.
- Ensure Quality standard is maintained. Perform RCA using data analysis and ensure CAPA.
- Providing training to ground staff- hands on and soft skill.
- Preparing the Sales projection.
- Managing the Pickup for Seller.
- Map the Road Map and smooth the transportation operation.
- Handle Last Mile Deliver activities.
- Pick up Boy and delivery management.

Key Skills:

- Experience of effectively managing people processes whilst respecting and promoting company values and culture.
- Experience of recommending, developing and implementing process improvements and solutions.
- Excellent process management skills with experience of establishing and managing processes for a complex, multi-functional operation ensuring ongoing service levels and regulatory compliance.
- Proficient with MS- Word, Excel and Power Point.
- Strong Software orientation like Uniware Application and U.S banking software(s).

Achievements

- Increased profits by 10% in a highly competitive environment by focusing on the less price sensitive customer segments who valued service, which eliminated the need to use price as a mechanism for securing new business.
- Focuses on developing and applying the competencies needed to provide service excellence, including the leadership skills and develop a motivated team who deliver the required results.
- Increased employee productivity and the overall efficiency of the unit by introducing processes

and procedures that eliminated duplication and reduced the time to complete month-end reports.

Core Knowledge & Skills

- Traffic Management, Logistics Operations & Management Team Leadership & Development, Effective Third-Party Partnerships, Industry Best Practices & Standardization, Distribution Network Design & Implementation, Warehouse Management, Performance Management, Quality & Safety Programs, Project Management, Customer Supply Chain Solutions.

(April 2007 to July 2007) Central Bank of India, Ahmedabad

Computer operator

Key Responsibilities:

- To make sure that staffs are allocated for operations and quality appropriately. Plus, there is enough floor support throughout the shift.
- To encourage team members to use SOP and understanding the updates.
- Will be responsible for Process Quality and regular feedback to agents.
- Convert none computerize branches to fully computerize, March closing, Cibil work and online branches.

(July 2007 – Nov 2011) C-Metric Solution Pvt Ltd- (Gandhinagar InfoCity I.T Park, Gujarat) - Asst. Team Coordinator – Operation

Key Responsibilities:

- To keep records of work allocation, planning and work executed. Day to day operations management, Resource planning, team motivation, Absence management, Daily, Weekly or monthly work status and disciplinary issues and transportation.
- To ensure that the proper work related records are maintained and sent appropriately to the client as required at all stages.
- To ensure necessary resources are allocated for QC, correcting the mistakes and floor support.
- Analysis of data like incoming volume trend, status reports and Cross-training plan etc.
- To encourage team members to use Client Process Steps and Checklists regularly.
- Doing Root Cause Analysis for the errors reported and devises corrective and preventive action plans.

(Nov 2011 – Feb 2013) Devikrupa Electronics Pvt. Ltd, Ahmedabad - Process Associate – Operation

- Supports the Manager in achieving the overall location objectives by participating in the analysis of operations and development of plans /initiatives that impact multiple areas of location performance.
- May include co-ordinating the actions of a peer management group to ensure the processes are implemented and managed in accordance with defined parameters.
- Monitors and manages the progress of the operation to ensure that the team correctly understand the goals and any changing requirements.
- Leads or supports required interactions with external bodies and representatives. Communicates agreed requirements to all impacted parties, securing and allocating appropriate resources to ensure the required results are achieved within the agreed parameters.

(Feb 2013 – Apr 2014) MSBC Square Solution Ltd, Ahmedabad - Process Associate – Operation

- Good process management skills, with experience of using established processes and best practice methods to consistently achieve results and required timelines.
- Experience of effectively managing people processes whilst respecting and promoting company values and culture.
- Experience of recommending, developing and implementing process improvements and solutions.
- Basic project management skills, with experience of managing an expansion or process improvement across multiple work areas/functions.
- Experience of evaluating and presenting operational data to support process management, proposals for change and decision making.
- Excellent process management skills with experience of establishing and managing processes for a complex, multi-functional operation ensuring ongoing service levels and regulatory compliance.

Academic Profile:

- Pursued Bachelor of commerce from Gujarat University with 48.78% in 2006.
- Passed Higher Secondary Examination from Gujarat Secondary Education Board with 48.61% in 2003.
- Passed Senior Secondary examination from Gujarat Secondary Education Board with 51% in 2001.
- Completed the certificate M.S Office from C-DAC with Grade A in 2004.
- Completed the Web Design from C-DAC with Grade A in 2005.

Rewards & Recognitions:

- Exceptional Service Award
- High Efficiency Award

Hobbies

Travelling and Cricket

Personal Details:

DOB 2nd Mar, 1982
 Language English, Hindi and Gujarati.
 Permanent Address 5, shreeji avenue,
 Jethabhainipole, nr. vanita school, raipur, khadia,
 Ahmedabad – 380001.
 Contact Number :- 70690 31007 / 97144 44156.