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# **CURRICULUM VITAE**

Prashant Maran

10, New Gori Nagar, Indore

Indore (M.P)

**Mob No: - 8269868472, 9589190440**

**Email: -** [**Meena.rajveershing8@gmail.com**](mailto:Meena.rajveershing8@gmail.com)

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**Objective:**

Seeking a position to utilize my skills & abilities in your esteemed organization that offers professional growth while being resourceful, innovative & flexible.

**Teleperformance India Pvt. Ltd - (CCE - Jan’12) , (WFM – MCA & MIS : May’17)**

* Teleperformance India Pvt. Ltd. is an Airtel & Telenor Strategic Partner.It is also ranked world’s biggest BPO with centres across the Globe in 62 countries with 80,000 employees. In India Teleperformance caters services for both International & Domestic businesses.

**Job Role :-**

**I have 4.4 year experience’s of BPO sector (franchisee of Airtel ).**

**Inbound Calling Executive 02nd Jan’12**

* Handled existing corporate customers for their queries/requests/complaints.
* Worked on CRM system to give first time resolution to the customer as well to raise a request in case of non-FTR.
* Handled all the activities related to activations.

**MCA (MISSION CONTROL ANALYST) (WFM) ( 01st Jun’14 to 09th May’17 )**

* Streamlined process of calculations of AHT & Login hours of the agents by designing self operating module.
* Automated process of Summary sheet, CWN & Critical reporting and made it flawless.
* Dataanalysis etc..
* Resource management planning i.e capacity planning
* Rostering / break management for meeting the PCA
* Reporting to manager relating with the SLA, AHT, and down the tracker along with teams performance report on daily basis
* Team handling
* ID management (ID creation / deletion) with wipro & centum team delhi
* Work on different soft ware like E helpline tool & maximo
* My 70% work is on system like (Excel, mails & maintain all sheets & reports)
* Manpower planning.
* Forecasting planning.
* Rostering and scheduling.
* Work experience in new process launches.
* I have experience making PPT For WBR(Weekly Business Revier),MBR(Monthly business review),QBR(Quarterly Business Review).

**Invoicing docket (Billing)**

* Manpower planning.
* Self motivated & smart worker.
* Positive attitude.

**Carry Fast Group Logistics Services - (MIS Executive & Wearhouse Reporting – 10th May’17 to 15th Dec’2017 )**

* Carry Fast Logistics is a premier C&F company offering services to a host of reputed national and multinational companies. With its multilocational presence, we have strong hold over distribution and logistics.
* Carry Fast Logistics is currently  servicing 1400+ distributors and stockiest, spread over 300+ towns in Madhya Pradesh, Chhattisgarh, Gujarat & Maharashtra. It takes pride in being partners to the growing volumes of its principals. It is able to do so by putting in place the best of facilities - warehousing, manpower, systems & procedures, communication & transport.

**Key Responsibilities:**

* Managing operational plans for assigned service areas, as well as, organizing, staffing and supervising assigned staff with a team handled of 30 nos.
* Tracking of vehicles to monitor transit time so as to ensure product demand in time

**Inbound Activities*:***

* Inbound logistics (receipts of articles, verification, binning & documentation)
* Manage day-to-day operations of the pre-receiving, receiving and put away processes for optimal operational efficiency of the processes

**Outbound Activities:**

* Prepare resource plans in terms of manpower, equipments, supplies etc for effective Operations of the processes
* Manage put away operations in an efficient manner and as per the laid down processes so as to achieve the efficient movement of merchandise from the receiving docks to storage location and forward pick area while ensuring the quick traceability of merchandise for picking operations

**MIS & Inventory Management:**

* Audit and maintain accuracy of Item Master parameters impacting on the effectiveness of the supply chain.
* Assist inventory management in the running the inventory control system, cycle count data processing, auditing of stock accuracy and investigate causes of inventory inaccuracy and correct them.
* Ensuring 100% space utilization in the warehouse by considering all the prevailing norms of the warehouse.

**Key Responsibilities:**

* Adherence of Processes as per guidelines
* Appointment Scheduling ( Dock Door Planning )
* Coordination with vendors for smooth receiving
* Ensuring productivity of unloading, checking & Put-away
* Handling end to end outbound activities ( Flow through stock)
* Strict adherence of discipline
* Periodic MIS reports circulation to H.O

**Reliance General Insurance - (MIS Executive & Reporting – 18th Dec’17 )**

* We feel proud to be one of the leading general insurance companies of India. We have a huge customer base which includes individuals like you, corporate and SMEs.
* With our 139 offices and more than 26,587 intermediaries across India, you can now reach out to us and enjoy our services at your own convenience. Moreover, with online & tele calling services, we have become even more accessible.

**MIS Reporting & Excel Work:**

* Manage to payment sheet of vehicle insurance
* Proper handling of High Value items
* Proper and correct generation of Good received notes (GRN).
* Coordination with stockiest and resolving these issues
* Monitoring Unloading, Documentation and Put-away activities
* Implementing systems, controls, policies and procedures to effectively manage performance and to ensure efficient operations and reduce operating costs.

**Academic Profile:-**

* B.COM with Computer Graduation, DAVV Indore in the Year 2011.
* Danielson Higher Secondary School, Chhindwara (M.P.) In the Year 2008.

***Hobbies:-***

**I spend my free time listening music.**

**PERSONAL PROFILE:**

Date of Birth : 20th Aug 1988.

Father’s name : Mr. Harisingh Maran.

Cell No. : 82698 -68472, 95891 -90440

Add : 10, New Gori Nagar, Indore.

Nationality : Indian

Language Known : Hindi, English

**Declaration:**

**I hereby declare that all the particulars given in the application are truly complete to the best of my knowledge**

**Prashant Maran**