**PROFILE SUMMARY**

* Engineering graduate with five years of experience in IT/Electronics industry. Experience of working with external leadership teams and handling multiple stakeholders
* Experience of successfully handling multiple projects in Quality management, Supply chain and Data analysis, Business analysis, possess good exposure to ERP processes and salesforce
* Exposure to MIS frameworks, reporting, PBA/OCTA/TSP inspection, SAP modules

**KEY SKILLS**

|  |  |  |
| --- | --- | --- |
| Business Analysis | Requirement gathering & Gap analysis | Automation (PLC ,SCADA,AND PTPS) |
| Analytics, Basic VBA Macros, Advanced excel, Power BI | Quality assurance | Supply chain management |

**PROFESSIONAL EXPERIENCE**

**Executive (Sept 2016 – May 2020) | Dedha India HR Solutions Pvt. Ltd   
Client-INGRAM MICRO INDIA PVT. LTD. (Technology distributer for Samsung India electronics Pvt. Ltd)**

* Quality assurance of PBA, OCTA, TSP, and other parts used for mobile phones
* Data entry of Goods received by scanning parts in Samsung ERP to validate quantity as per SAP and other systems
* Acknowledgement of goods received to the service centre and highlight any defect in part , quantity , quality and highlight mismatch if any
* Completion of daily targets for quality checks and entering the information in Samsung portal
* Preparation & Maintenance of the MIS reports for goods received- Daily, Weekly & Monthly
* Handling Escalation from Service centre and dealerships to provide info on the process and resolve queries
* Work with client warehouse managers, supply chain heads and internal development teams for successful delivery of parts throughout India

**Executive (Aug 2015 – Aug 2016) | Dedha India HR Solutions Pvt. Ltd   
Client- APL LOGISTICS (INDIA) PVT. LTD. (Technology distributer for Samsung India electronics Pvt. Ltd**

* Documented entire process flow, outlined data & documents to be maintained and drafted a high level approach for quality assurance and inspection
* Developed sequence diagrams and data for configuration of metrics to track in the BI tool
* Conducted process assessment and gap analysis to identify and find proactive solution to

Resolve duplicates issue OCTA mobile display

* Prepared content, business collaterals and presented to various stakeholders and customers for multiple pre-sale engagements
* Also worked on preparing reports for Quality target reviews using Excel pivot tables for projects and performance data

**EDUCATION**

* Btech. (EC) –Anand Engineering College, Agra, U.P (2010-2014)
* XII - Bal Vikas Vidyalya Sasaram, Bihar (2010)
* X- Vivekanad Mission School Aurangabad, Bihar- (2008)

**ACHIVEMENTS**

* Certificate of Appreciation by Dedha India
* Automation (PLC ,SCADA,AND PTPS) by Technisys

**PERSONAL DETAILS**

Father : Narad Tiwary

Date of Birth : 01-Jul-1993

Sex : Male

Marital Status : Single

Languages : English, Hindi