

Operations Manager

IT SKILLS well versed with MS Office and Internet Applications and various ERP systems implemented in the company ie.SAGE, Flotilla, LM ERP, Tally 9, MS, Exceed 4000 etc PERSONAL DOSSIER Permanent Address: Bandra est, Mumbai 400 050 Education Details

B.Com commerce Mumbai, Maharashtra Bombay University

Mumbai, Maharashtra St. Andres College

DIM Business Management IGNOU

Operations Manager

Operations Manager - Landmark Insurance Brokers Pvt Ltd

Skill Details

EMPLOYEE RESOURCE GROUP- Experience - 6 months

ENTERPRISE RESOURCE PLANNING- Experience - 6 months

ERP- Experience - 6 months

MS OFFICE- Experience - 6 months

Tally- Experience - 6 months Company Details

company - Landmark Insurance Brokers Pvt Ltd

description - Jan 2019 till Date

About the Company

One of India Largest Insurance Brokerage firms ith offices across 24 states PAN India and a part of the LandmarkGroup  
ith an annual turnover of 2200 cr

Position: Operations Manager

Leading and overseeing a team of 12 people to ensure that the correct ork processes and TAT are folloed ith regards to  
complete insurance handling from cheque submission right upto policy issuance and support to all offices PAN India for  
Motor and Health Insurance.

Ensuring all the data entry of customers is correctly done by the customer service    Underriting of documents and verification ( Health & Motor)    Costings of Insurance products    Folloups ith Insurance companies    Customer complain handling and solutions    MIS reporting    Ensuring the team is orking in line ith the operations SOP    Conducting eekly briefing ith the team    Liasing ith all PAN India offices for all operational support    Handling daily cash transactions    Reporting to the Vice President Operations

company - Trippereri Travels & Tours

description - Jan 2017 to Mar 2018

About the Company

A Startup Travel Agency company organising local and international Tours.

Operations: Looked after overall Operations and Administrative / Sales functions

company - Vish Hotel Supplies Pvt Ltd

description - Jan 2015 Nov 2016

About the Company

A distributor of hotel supplies to 5 star International hotels Groups in India for hotel amenities from a international supplier to more than 50 hotels all across India

Position: Operations Manager (Supply Chain Logistics)

Complete Incharge of running the business from Shipping, Imports, warehousing right upto Distribution and overseeing all operational related activities for the company

Overlooking and managing all aspects of the business and implementing procedures for successful shipping / inventory management at the arehouse / delivery of material all India plus exports    Overseeing all vendor negotiations in addition to the customs arehouse and cha    Negotiating ith Freight forarders for best freight rates and quickest delivery times    Overseeing the clearance of import shipments and export shipments and liasing ith freight forarders    Ensuring that all government and tax compliances are adhered to by the company.

Ensuring that all benefits of government rebates and duty schemes are received and availed by the customer and company as per the EXIM license held. Overseeing that all customers are satisfied with the overall supplies and services of the company. Ensuring that all obstacles faced in the supply chain management is smoothened out for hassle free delivery to the customers across India. Overseeing account payables and receivables. Overseeing that all stock are maintained in the warehouses and accounting books as per implemented procedures. Sourcing out new vendors with high quality manufacturing capabilities for new product manufacture. Visiting customers to survey customer satisfaction and address any shortfalls. HR function like recruitment, interviewing & finalizing candidates for the company.

company - GEA Ecoflex Middle East FZE

description - About the Company

GEA Ecoflex part of the GEA Group Germany is one of the largest suppliers of process technology and components for the food and energy industries. As an international technology group, the Company focuses on sophisticated production processes.

GEA generates revenues in excess of EUR 5.7 billion annually

## KEY DELIVERABLES

**Freight Management:** Acquire, develop and enhance relationships for economical & faster modes of freight forwarding for various requirements of the company. Developing pricing strategies with an eye towards maximizing company's profits by reducing its freight costs by negotiating the pricing for each individual sectors with freight forwarders/shipping carrier and ensuring timely delivery of goods to the respective destinations.

Manage and negotiate the import freight charges with various freight forwarders and Air Lines for Bulk Air shipments moving from Americas, Europe, Dubai, India, China & Other GCC Countries.

Identify possible snag & loopholes for all consignments moving in and out, which may be late for the required deadline and find alternate solutions for meeting the commitment.

**Logistics Management:** Managing the logistic functions; negotiating with transporters for cost effective transport solutions.

Coordinating with Custom House Agents for ensuring timely clearances and effective transport solutions at reasonable costs.

Interfacing with airlines & shipping lines for transport & conducting negotiations for finalizing freight rates to optimize transportation costs & ensure damage free transit. Monitoring and analyzing the loss in transit and undertaking measures to control the same. Co-ordinated the schedule / mobilization of After sales team to various GCC/ On-shore / Off shore /European sites.

Materials / Inventory Management: Handling the inventory function so as to curtail inventory holding expenses. Ensuring the specifications of materials, establishing quality & quantity for effective inventory control and reducing wastages.

Managing the disposal of obsolete and retired inventory.

warehousing & Distributions: Planning and maintaining efficient warehouse operations. Monitoring receipt, inspection, storage, and distribution of stock. Resolving all problems affecting the stores service including staff punctuality, day-off, vacation plan, etc. Overseeing that all paperwork is processed in a timely manner. Following up on discrepancies, damage/expired goods and claims & returns back.

Purchase / Procurement: Providing support for developing and implementing key procurement strategies for commodities and ensuring that plans are aligned with all contractual & statutory requirements while ensuring project schedule. Identifying new potential vendors for strategic sourcing; ensuring purchase schedules against the purchase plan for timely procurement of all items to ensure smooth manufacturing.

Vendor / Supplier Development: Providing support for identifying and negotiating with vendors for procuring essential materials at reasonable price, developing vendors for better price, quality, delivery & increased volumes and identifying alternate vendors. Developing long-term partnerships with local & foreign suppliers; acquiring techno-commercial offers from various vendors. Handled Supplier Pre-Qualification and Vendor Registrations

**SIGNIFICANT CONTRIBUTIONS**

Successfully managed the overall Operations including: o Receiving stock, Order Dispatch, arehouse Management & Special Processes.

- o Inventory Control and Global Purchase.

- o Facility in compliance ith ISO 9001 -2008 standards.

- o Coordinating and follo up ith various factories in Europe, US, Asia for timely delivery of materials o Carrying out receiving, picking, packing, and shipping average of 45 orders monthly.

- o Maintaining and handling AED 15 million inventories stored at three external arehouses.

Holds the credit of serving clients in Poer, Marine Oil and Construction industries including SABIC, KSA.

Played a key role in streamlining inventory identification and tracking system.

Pivotal in introducing systematic analysis of daily discrepancy reports.

Generated reports on Standardized receiving, stocking, checking, and housekeeping procedures.

Abridged a decrease in inventory discrepancies by developing tracking system.

Successful in meeting 24-hour turnaround goal for most of shipments.

company - Kuehne + Nagel LLC

description - About the Company

A orldide leader in Logistics .The company activities are in the global seafreight, airfreight, overland and contract logistics businesses.

Successfully managed a team of 3 Executives and reported to General Manager.

Handling the top Key accounts of the company Successful handling of the entire export Coordination, Documentation.

Played a pivotal role in supervising receiving, inventory control, storage, distribution, traffic, etc.

Responsible for maintaining scheduled drivers, negotiated rates and routes ith truck lines/carriers.

Essayed a key role in handling product distribution, security, and receivables for clients like United nations and Johnson & Johnson.

Handled Hotel logistics, inventory and distribution across the middle east for Marriot and Hilton Group Managed and

monitored the smooth movements of all consignments moving as direct imports, exports or as transshipment consignments from the Far East/ Middle East/ Amman or Egypt and its other branches to its respective destinations & also as transshipment into USA by Air, Land and Sea.

Supervised the Entire Customs Clearance for all consignments at various exit/entry points for all the direct imports, exports or transshipment consignments    Billing each Account as per the job completed    Keeping track of Revenue of each client on a monthly basis    Regular customer visits to ensure smooth operations and address any grievances.

company - DHL Express

description - About the Company

A worldwide leader in Air Express Courier handled by DPN (Deutsche Post world Net)

To handle shipments of Key Account holders with DHL India    Tracking and Tracing of shipments    Solving problems of undelivered shipments    Working as per the DHL standards and service procedures    Liaising with operations and network at all DHL stations worldwide to ensure timely deliveries of shipments    Proactively keeping the customer informed about the status of their shipments while in transit to delivery    Keeping track of the productivity of each team member and updating records    Liaising with India operations for inbound freight shipments for clearance and timely deliveries    Informing customers about the various paperwork required for sending different shipments to various countries    Handled projects for State Bank of India for sending Interest warrants to their customers Globally. Keeping complete track of shipments status and informing SBI proactively.

company - NS Global Services

description -

company - Airlink International

description - About the company

An International company with various departments and activities i.e Cargo, shipping, Ticketing

And freight forwarding

Designation Held: Logistic Assistant / Operations Executive

Job responsibilities: Handling the top accounts of the company.

Answering customer queries, request and complaints Sending quotations Billing each Account as per the job completed

Preparing export documentation.

Preparing free Zone documents Liaising with Jebel Ali Port and Dubai / Sharjah port.

Liaising with Shipping companies for export and imports.

Coordinating Barge loadouts.

Complete Inventory Management.

Adhering to professional standards and procedure to achieve the ISO certificate.

Worked on software packages Excel 4000 and Flotilla.

Company - Serck Services International

Description - Job responsibilities Liaising with the Purchasing Manager in local and international purchases of technical parts, Involving import and export formalities.

Soliciting quotes, preparing purchase orders and communicating with suppliers both local and international.

Receiving and dispatching goods Liaising with suppliers to ensure timely supply of equipments Stock control and inventory.

Maintenance of reorder levels and par stock.

Preparing the daily operations report Maintaining the ISO standards, which involves efficient recording of data and systematic filing of data.

Company - Serck Services International

Description - March 2000 - April 2003

About the company

A British based multinational company, manufacturing radiators, oil coolers, heat exchangers and

Other cooling elements for all purposes

Joined the company as Accounts Assistant and promoted to Logistic Assistant in Aug 2001

company - Serck Services International

description - Job responsibilities Maintaining and updating the database of customers and suppliers.

Handling alk in customers and after sales service calls. Preparing Job order.

Providing timely information and data for the preparation of reports.

Circulating information through memos and reports.

Invoicing for four major departments.

Banking Petty cashiering and preparing reports General office duties.