**RESUME**

Md. Shaiyad Hussain

Plot#151 & 152, Aali village,

Sarita Vihar, Badarpur,

New Delhi-110076

Mob#9873367903

Email: [shaiyadh@yahoo.com](mailto:shaiyadh@yahoo.com)

**Educational Qualification:**

* 10th from JSEB (Ranchi)
* 10+2 (Science) from JAC (Ranchi)
* B.C.A from MCRP, University, Bhopal (MP)

**Technical Qualification:**

* MS-Office (Word, Adv. Excel, Power point, Outlook)
* SAP Ver.7.3 (MM & SD)

**Typing Speed**: English: 45 WPM

**Current Job Profile:**

* Company : Sapthaang Services Pvt Ltd (client Wipro Infotech, New Delhi)
* Position : Store Operation Executive
* From : 19/12/2013 To Till date

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**Responsibilities:**

* + Handling Wipro Ltd-InfoTech Group– New Delhi RO for Customer Escalation, Customer Service &   Support, Vendor Coordination and Material Movement with reduced time and minimum Cost Factor. Using different SAP Tcode i.e MIGO, ZCSBRIR, MB51, NVF01, VL10B, NVL02N, MB53, MB51 etc.

**Working Area as a Logistics/Store Executive**

* Handling the Logistic Operation for IAS/ES Division at Delhi RO.
* Create PO, Invoice & Inward spare in SAP.
* Receipts and Issue of Spares as per demand through SAP.
* Coordination with Franchise for returning of defective spares and calls closing.
* Planning for Spares to achieve > 90% Service Level.
* Internal / External Audit having Compliance with NOC.
* Give the alternate solution to customer before any escalation.
* Coordination with courier for delivery at time.

**Quality Management**

Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs & and work processes and thus managing cost-effective operations.

**Inventory Management:** Maintaining inventory software, this comprises of the following details:

* Receipt of material.
* Issue of material to service department.
* Stock details on a monthly basis.
* Maintaining stock without any variance by conducting stock verification and documentation

**Vendor Development:**

* Managing sourcing through identification of cost effective vendor for procurement with an aim of reducing cost while improving quality & reliability.
* Monitoring the incoming materials supplied by vendors and ensuring they are as per quality & quantity specifications.
* Assisting the vendors in the production processes / systems and providing them suggestions for improving process efficiency

**Store Management:**

* Overseeing the store management and maintaining reduced inventory levels.
* Maintaining the stock of material without any variance by conducting stock verification and documentation
* Ensuring quality packaging to prevent goods from getting damaged in transit
* Internal / External Audit having Compliance with NOC

**Previous Job Profile:**

* Company : Total Library Solutions Pvt. Ltd. (Janakpuri)
* Position : Logistic Executive
* From : 4/08/2009 To 17/12/2013 (4.4 Years)

**Responsibility:**

* Import journals from Indian & foreign publisher by different courier like DHL, FedEx, Bluedart & first flight etc.
* Keep record of all the journals & books.
* Manage our client database in word & excel format.
* Prepare delivery challan & send it to our clients.
* Maintain activity of office & also manage office expenses, keep record of all office expenses.
* Manage 3-4 boys group in our office.
* Daily reporting & mailing office activity to our manager.

Previous Experience:

* 1.5 years of working experience as a computer operator in an Institute (Dhanbad)

Personal Information

Name : Md. Shaiyad Hussain

Father’s Name: Ismail Mia

D.O.B : 14/01/1985

Nationality : Indian

Gender : Male

Language Known: Hindi, English, Urdu

Hobby : Always want to do better from others.

Permanent Address: Plot#4, Block-A, Phase-V, Om Vihar,

Uttam Nagar, New Delhi-110059

Place:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Md. Shaiyad Hussain)