

RESUME

S.VINITHA

Mobile: 9940588663

Email: vinikihsa555@gmail.com

CAREER OBJECTIVE:

Looking for a challenging career which demands the best of my professional ability in terms of technical and analytical skills and helps me in boarding and enhancing my current skills and knowledge.

Job Description:

Having 5 plus years of Industrial experience in E-Commerce Sales & Logistics Coordinator will be responsible for fulfillment activities and Analysis Courier Movement. This individual will work closely with Procurement Team, Vendor Partners and Logistics Services & Suppliers to support smooth and efficient operations.

Career Highlights:

Company Name: Netmeds Marketplace Ltd (E-Commerce)

Role: Fulfillment Center & Warehouse Handling Executive

Year: May 2018 - Jul 2019

Company Name Qwik Supply Chain Pvt Ltd (Reliance Retail - Pharma)

Current Role: Logistics Executive

Year: July 2019 – Till date

Netmeds Marketplace Ltd (E-Commerce)

- Coordinate with the warehouse managers to execute the orders within SLA.
- Supporting warehouse inventory level to fulfill the E-commerce order processing.
- Tracking shipments to ensure all customer requirements are met.
- Document and escalate any customer service issues and shipping/receiving errors.
- Checking whether the orders are delivering to customers on the given TAT based on the pin codes.
- System and status updates to ensure visibility of all shipments.
- Stock and batch adjustment of the product

Customer Relationship Management

- Analyzing the customer issues and giving the solution as per SOP.
- Arranging reverse pick of the orders which was delivered to customers.
- maintain good customer service and solve problems.
- Initiate RTO for the orders which is in transit to customers.
- Checking the packing videos if any escalations arise from customers for the products missing.

Qwik Supply Chain Pvt Ltd (Reliance Retail - Pharma)

Responsibility:

- Handling B2B using self and 3PL Courier end to end process for PAN India. (Forward & RVP process (Suppliers, FCs & DCs, Customer's Retail Stores and Merchants).
- Ensuring all in transit shipments deliver within TAT.
- Coordinating with vendors and Warehouse/Dc Team for smooth pickup and delivery arrangements.
- Coordinating with 3PL courier daily activities like pickups, delivery and escalations.
- Monitoring courier damages and lost in transit to escalate courier partner.
- Daily Mis Working to avoiding TAT breach and courier changes based on performance.
- Manual E-way bill generation through EWB site.
- Arranging Reverse pickup from store to DC/DC to DC/DC to Suppliers/Merchant to DC.
- Preparing Documents for Courier movements.

Experience:

- 1.2 years' experience as "Fullfillment & Warehouse Coordinate Executive" in at Netmeds Marketplace Ltd.
- 3.8 years' experience in Logistics & Supply chain Executive at Netmeds Marketplace Ltd. (Reliance Retail - Pharma)

ACADEMIC BACKGROUND:

- B.sc (computer science) (2015 - 2018) 70%
SKPC Women's College
- HSC (2013 - 2015) 67 %
Soundarapandi Subbammal Hr. Sec. School
- SSCL (2013) 85.6 %
Soundarapandi Subbammal Hr. Sec. School

Additional Qualification:

- Typing Skill
- MS Office

Industrial Visit:

Barclays bank, DLF IT Park, Chennai

Awards & Achievements:

- **RAJYA PURASKAR** -Governor Award in the Bharat Scouts.
- Served as **Cultural Secretary** in the year 2016-2017 at Sri Kanyaka Parameswari College.

Strength:

- Discipline
- Respectfulness
- Determination
- Dedication
- Honesty

Personal Details:

Name : S. Vinitha
Gender : Female
Husband Name : M. Ashik Basha
Date of Birth : 20 September 1997
Permanent Address : No 10B, Cross Road Newwashedhermenpet, Chennai-81
Mobile No. : 9940588663
Marital Status : Married
Religion : Hindu
Nationality : Indian
Languages Known : English, Tamil
Hobbies : Listening music ,Playing games, dancing

Declaration:

I hereby declare that all the above details given are true to the best of my knowledge

Thanking you,

Yours faithfully,

(S.VINITHA)

Place : CHENNAI

Date: