

## **KALPANA MAHENDRAKUMAR BORIWAL**

**Add:** B/402, Happy Home Apt no.2, Shanti Park, Mira Road (E), Dist Thane - 401107

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### **Objective:**

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

### **Experience:**

#### **FieldGlobal Market Research Pvt Ltd.**

**July 2016 to December 2016**

##### **Operation Executive**

- Responsible for planning and controlling the overall execution of the project from purchase through customer delivery to meet the established targets for scope, quality, schedule, and cost.
- Making planning sheet based on different project requirements.
- Vendor Management / Quality Management / Supply Chain Management
- Cost comparison with different source and analysis the market trend then fix the price.
- Coordinate with the sales team to identify the priority based as per customer requirements and projects.
- Identifying and recommending new suppliers.
- Prepare purchase orders by verifying specifications and price, obtaining recommendations from suppliers for substitute service.
- Deliver continuous improvement in supplier delivery, quality and cost.

#### **Kokilaben Dhirubhai Ambani Hospital**

**November 2015 to January 2016**

##### **Management Intern**

- Stock out analysis of Out Patient Pharmacy – Maintaining daily inventories of medicines in Pharmacy department, Coordinating with vendors for RFQ, Evaluate vendor performance and client expectations, Updating vendor details on software, Coordinating with account department for payment of the vendors etc.
- Waste Management – Provided solution to minimized and use different types of waste effectively/efficiently.

#### **BhaktiVedanta Hospital and Research Institute**

**May 2015 to June 2015**

##### **Management Intern**

- Provided strategy and solution in different department for delivering quality healthcare services.
- Customer Service: Analyzed the various patient complaints and provided alternative solutions for better patients service.
- Studied the overall process of the hospital i.e. how the patients gets into various function of the different department i.e. from the initial stage (Enquiry counter) to the final stage (Discharge).

**Projects:**

- Worked on Sectoral Project on **“Food Processing at Parle G”**- Analyzed the overall food processing for “Parle G” and the different processes like Kaizen, Waste Management, TQM etc. used in Parle G.
- Worked on Year long Project **(Research Project)** in MMS OPERATIONS on **“Service Quality and Customer Satisfaction in Telecom Industry”**: Analyzing the satisfaction level of customers, factors which affect the quality of services provided to the customers, service quality gaps and provide suggestions to reduce the gaps and improve service quality in Telecom Industry.

**Education:**

Degree	Year	Institute/University	Percentage
MBA (Operations)	April 2016	Jankidevi Bajaj Institute of Management Studies, SNDT University	64.44%
BSC-IT (Information Technology)	April 2014	Shankar Narayan College of Arts, Commerce, B.M.S, B.SC.IT, B.COM, Mumbai	75.63%
HSC	March 2011	Sir Vithaldas Thackersey College of Home Science, SNDT Women’s university, Mumbai	55.00%
SSC	March 2009	ST. Xavier’s High School, Mumbai	69.53%

**Achievements:**

- Secured **2<sup>nd</sup> rank** in Mumbai University for B.SC(I.T)
- Selected in **top 5** for personality pageant round in ST. Xavier’s High School, Mumbai
- Awarded for **meritorious rank** throughout in graduation (2011-2014) from Western Railway.

**Additional Information:**

- **Leadership Positions Held:** Officer of Operations club at JDBIMS and also headed event committee in graduation college
- **Team Work Experience:** Planned and executed events in college including Astitva, Udaan, U.G.C Supported National Symposium on ‘Disruptive Technologies and Management Challenges’ working with other students and professors etc.
- Attended **Global Talent Track**; an education and training venture (CSR initiative Barclays has decided to skill youths as per the industry requirement. Barclays has decided to partner with GTT & NASSCOM Foundation in this initiative)

**Area of Interest:**

Operations Management, Vendor Management, Stock Management, Purchase Management, Supply Chain Management, Kaizen, Project Management, Market Research, Research Analysis etc.

**Language Known:** English, Hindi, Marathi.