

Nashiruddin Ahmed

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• Professional Summary

Dynamic AI Specialist and Supply Chain Professional with a Bachelor of Computer Application from Brainware University. Proficient in web development, Distributor Management System (DMS) implementation, data analytics, and technical support. Proven expertise in optimizing supply chain processes and resolving complex technical issues. Seeking opportunities to leverage AI and analytical skills to drive process automation and operational efficiency.

• Technical Skills

- **Expert:** Supply Chain Management, Logistics Optimization, Distribution Systems, Microsoft Office Suite (Excel, Word, PowerPoint)
- **Intermediate:** Data Analytics, Power BI (Dashboard Creation, Data Visualization), AI Application Development, SQL
- **Familiar:** Zoho, CRM Platforms (Salesforce), Freshservice
- **Leadership:** Team Leadership, Project Management, Conflict Resolution, Strategic Planning
- **Soft Skills:** Adaptability, Rapid Learning, Critical Thinking, Problem Solving, Effective Communication

• Professional Experience

• Customer Service Associate

Jan 2025 – Present

• *BOTREE Software International Pvt Ltd, Chennai, Tamil Nadu*

- Delivered L1 technical support for the Amul project, resolving distributor issues related to purchase orders, real-time receipts, billing, and system synchronization
- Enhanced Amul SFA application functionality, streamlining sales order processing and improving delivery efficiency by 20%
- Diagnosed and resolved issues using SQL Server Management System, reducing ticket resolution time by 15%
- Maintained resolution logs in Freshservice, achieving a 95% customer satisfaction rating

• Supply Chain Management Executive

Feb 2022 – Aug 2023

• *Eazy Business Solution, Gurugram, Haryana*

- Integrated Tally/Busy with Distributor Management System portals, increasing data accuracy by 25%
- Optimized inventory processes for Campus Activewear, reducing discrepancies by 20%
- Led high-impact projects for RREL, MDH, and Haldiram Nagpur, achieving 98% client satisfaction
- Earned Monthly Recognition and Top 3 Employee of the Month for outstanding integration performance

• Education

• Bachelor of Computer Application – Computational Science

Sep 2018 – Jun 2021

Brainware University, Barasat, India

• High School

Sep 2015 – Jun 2016

Sherpur High School, West Bengal, India

• Awards and Languages

- **Awards:** Monthly Recognition, Top 3 Employee of the Month (Eazy Business Solution)
- **Languages:** English (Fluent), Hindi (Fluent), Bengali (Fluent)

• Additional Information

- Actively participated in company cricket tournaments, demonstrating strong teamwork and collaboration
- Passionate about exploring AI advancements and committed to continuous professional development