

**NOOR BANO CONTACT NO-7024266905, 8979366474**  
**B2B Merchandiser Manager**  
**Currently working with B2B customers**  
**(e.g., Amazon, Sam's, E&E, cloud-tail and Myntra)**  
**E-MAIL noorbano687@gmail.com**

**ADDRESS: -**

*Rajiv Nagar, Bajri company*  
*line par PO: Lalkuan District- Nainital*  
*Block –Haldwani*  
*State –Uttarakhand*  
*Pin code – 262402*



**CAREER OBJECTIVE: -**

*To make a positive impact in my field of activity leading to Organization growth by creative application of my value-based convictions and professional divinity by putting my all efforts in the work assigned to me in an organization where I can grow along with the organization.*

**PROFESSIONAL EXPERIENCE & ACHIEVEMENTS: -**

- Having 7+ years of working experience.
- ✚ TRIDENT GROUP, Textile Company as a B2B Merchandiser Manager. (June 2015 to till date)
- ✚ BAJAJ AUTO PANTNAGAR PVT. LTD as a Diploma Trainee Apprentice. (Jan 2015 to May 2015)
- ✚ JTECH SONA AUTOMOTIVE INDIA LTD. as a Diploma Trainee. (Aug 2014 to Dec 2014)
- ✚ Promoted as Manager for Trident Group.
- ✚ Received Most Valuable Person (2021), Udaan, Astima & Playing Captain Awards for Best performer & excellent team work.

**Profile Summary: -**

- Worked individually and collaboratively with team members to tactically market existing products by evaluating prospective clients and their needs while focusing on optimizing costs.
- Build strong customer relationships by understanding the client and their needs and ensure that the flow of materials remain uninterrupted.
- Acted as company representative at industry meetings, conferences, and events in order to gain insights into the various luxury brands and how they can be marketed.
- Knowledge of Production, Production Planning and execution, Order planning, Product Development in manufacturing industry.
- Working experience on customer's portal regarding order & capacity planning, Container booking & dispatch activities.
- Coordinating for External inspection and Testing in external labs .
- Work with customer insights and analytics data and analysis to support decision making, and provide new ideas
- Understanding of Routine, Non-Routine servicing, Preparing Revenue, Stock and Overdue report.
- Coordinating with manufacturing Plants and Transporters for dispatching the Material

and also ensure timely dispatch of Invoices to the Customers.

- Quick analysis of problems and suggesting containment actions and countermeasure. ➤
- Punching of Sales Order in SAP after the approval of quotation from customer. ➤ Ensuring all required specification is being provided related to Punched orders, in order to avoid any mis-production.
- Following up with the Customers for Orders and Payments.
- Approval related issues of Order Intake with Higher Management.
- Coordinating with sales team, communicating relevant Information.
- Assisting Sales department to manage generated lead.
- Responsible for making sure that each step of the process is being performed effectively to rule out lost sales opportunity.
- Execute & analysis of new product for design/quality according to the customer requirement.

### **Customer Satisfaction:**

- Quarterly rounds to the customers for solving their problems regarding deliveries and other several issues collaboratively.
- Lead regular meetings to work with marketing, production manager, vendor and SCM to ensure proper customer order planning with consideration of logistics capacity on warehouse receiving & storage space and outbound shipping management.
- Follow ups with Plant manager, logistic and forwarder for timely dispatches and OTIF. • Informing clients of unforeseen delays or problems.
- Handle customer complaints, find out the root causes, analysis problem and offers solution to reduce customer complaints.

### **MIS Reports:**

- Preparation of MIS reports, reports for follow up market orders, shortfalls & why why analysis.
- Prepare revenue report, Stock report, aging report & Overdue report. •
- Preparing Dispatch Tracker and sharing to concern department for smooth execution to achieve the target.
- Preparing inventory report for reducing dead inventory.
- Preparing Reconciliation Report of order.

### **TECHNICAL SKILLS AND WORK-PRACTICE EXPOSUER**

- Order Planning and execution through SAP-ECC & SAP-HANA, Symphony, MS Office and Outlook mail and customer's portal (e.g. Amazon vendor Portal, CDS portal, BV Portal, Ikea vendor Portal etc.)

### **KEY SKILLS & COMPETENCE: -**

- Quick learner with effectively problem-solving skill & ability to perform under pressure.
- Experience of leading team and working as a team member.
- Highly motivated, proactive providing quality & delivery driven goals.
- Willingness to follow instructions & take responsibility.
- Effective communication, interpersonal and negotiation skills.
- Ability to multi-task in a demanding engineering environment.
- Ability to analyze problem and issues, finding root cause and resolution.
- Knowledge of 5'S, SFCF, FIFO, COPQ, TPM, CAPA, Kaizen & SQDCM.

- Good command on SAP SD, MS-Office.

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**ACADEMIC QUALIFICATIONS: -**

- Passed Senior Secondary (XII) with 66.4% from Government Inter College Lalkuan (affiliated by Uttarakhand Board) in year 2011.
- Passed Matriculation (X) with 70.2% from Government Inter College Lalkuan (affiliated by Uttarakhand Board) in year 2009.

**TECHNICAL QUALIFICATIONS: -**

- Diploma in MECHANICAL ENGINEERING with 80% (Agt.) from GOVT. POLYTECHNIC COLLEGE KASHIPUR (U.S NAGAR) Affiliated to UTTRAKHAND BOARD OF TECHNICAL EDUCATION ROORKEE (UBTER).
- AutoCAD certificate from Govt. of India Society, Ministry of Micro, Small & Medium Enterprises Ramnagar (Nainital).

**PERSONAL DETAILS: -**

***Date of Birth :-10/Mar/1994***

***Gender : - Female***

***Marital Status :-Unmarried***

***Language :-English, Hindi***

***Nationality:- Indian***

***Current CTC :- 9.0 LPA***

**DECLARATION: -**

**I hereby declare that the information given above is true to the best of my knowledge and belief.**

**Date:**

**Place: LALKUAN**

