

# Ritesh A. Shiwankar

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## Career Objective-

To obtain a challenging position in high-quality engineering and supply chain management environment where my resourceful experience and academic skills will add value to organizational growth.

## Work Experiences-

### 1. Ntex transportation services Pvt. Ltd. Pune (ElasticRun)

#### Team Lead -Central operations & Products (Sept 2019 to Present)

ElasticRun providing technology led SCM solutions to rural B2B & B2C FMCG Distribution network and E-Commerce platform.

- Handling daily FMCG, Credit backend operations activity of the FMCG Credit Product centrally.
- Providing L1 support, chat support, Tickets resolution as per SOPs to the field team/Customers in given TAT.
- Identifying and evaluating existing processes within the organization to understand inefficiencies, bottlenecks and areas for improvement in system.
- Provide strong reporting & analytical information to the Management, Sales & Tech team in a timely manner.
- Work closely through E-mail, calls, virtual meetings with Vendors, Key stakeholders, developers & customers for regular updates to bring the right product to the market.
- System configuration, Onboarding, mapping, PO, SI issues resolution and back-end support as per requirements.
- FMCG Credit data reconciliation with a different integrated system & to resolve discrepancies flagged in it.
- Understand and analyze user needs and gather product requirements for Process improvement.
- Co-ordinate with the teams across PAN India (state head, Ops/Sales Area Manager, station team) along with the leadership team.
- Collaborated with Cross-functional teams to ensure swift resolution of complex customer issues.
- Support:- UAT's, SOP upgradation, Backend KYC verification of retailers.

## Academics:

- ❖ MBA (Operations and Logistics): 2019: 1<sup>st</sup> division, RTM Nagpur University.
- ❖ B.E.(Electrical): 2014: 1<sup>st</sup> division, RTM Nagpur University.

## Software/Tools: -

- ❖ JIRA
- ❖ OTRS tool
- ❖ Metabase for reports
- ❖ Microsoft Office: Word, Excel, PowerPoint
- ❖ Google Suite: Google Sheets, Docs, Slides, Forms etc.

## Certifications:

- ❖ Advanced Excel
- ❖ Data and Business Analytics
- ❖ Google Analytics

## Skills:

- ❖ Business data processing and analysis
- ❖ Process Improvement
- ❖ Root cause analysis
- ❖ Stakeholder Management
- ❖ Product Management
- ❖ Customer Relationship Management
- ❖ Leadership

## 2. R C Plasto tanks and Pipes Pvt Ltd, Nagpur

### Operation Engineer (Production) (June 2018 – July 2019)

- Coordination with the Production, Quality and sales team to achieve their requirements.
- Vendor Management.
- Production, Planning and Control- PVC, CPVC, ASTM pipes.
- Data management and Documentation for ISO audits.
- Analysis and troubleshooting the Internal complaints related to process, material and finished goods.

## 3. Suzlon Energy Ltd, Magarpatta Pune

### Engineer (Projects) (December 2015 to February 2017)

Joined as Trainee Engineer in Suzlon with India's 1st hybrid (120 meters) windmill project & successfully completed 65.1MW project. Completed 63 MW project in Kod MP site. (Renew)

- Responsible for planning, scheduling, and monitoring day-to-day programs with a team.
- Responsible for achieving targets in terms of work speed, quality, safety, and cost.
- MIS preparation.
- To ensure Quality execution as per design standards.
- To coordinate ground team, operations, and project Team for smooth execution of Project.

### Accomplishments:

- ❖ Shining Star Award (2019)
- ❖ Best Employee (Suzlon) (2016)

### Extra Curriculum:

- ❖ Participated National level seminar at Govt Engg. College Jalgaon.
- ❖ Participated in various cultural activities held at School & College Level.

### Personal Details:

- ❖ Marital Status: Unmarried
- ❖ Languages Known: English, Hindi, Marathi

### Permanent Address:

- ❖ 201, Behind Aarya car showroom, At.Post. Tah. Dist. Gadchiroli 442605

### Current Address:

- ❖ A202 Sai Shree Pimple saudagar Pune- 411027