

# PIJUSH PATRA

B2-205, Waterbay, Wadgaonsheri, Pune-411014, | 8420826419 | pijushtexx@gmail.com

## INTRODUCTION

- An enthusiastic and dedicated graduate engineer with over 10+ years professional experience.
- Skilled in project execution, cross functional communication, data analysis & documentation.
- Experienced in identifying operational bottlenecks and implementing practical solutions to enhance efficiency and customer experience.

## EXPERIENCE

### APR 2022-Present

Global Sales & Marketing | Rieter | Pune

- Lead global sales back-office team, optimize process and increase productivity.
- Supported the end-to-end Order processing, payments cycle, including sales order creation, invoice follow-up.
- Proactively resolved customer queries and delivery issues, ensuring high levels of customer satisfaction while maintaining internal compliance and policies.
- Prepared detailed monthly reports and dashboards to provide insights into sales and marketing performance and provide insights.
- Acted as a primary contact for clients and partners, maintaining strong relationships via email, calls, and meetings while addressing inquiries promptly and professionally.
- Maintained all related records of customer data, sales offer, and order documentation; ensured compliance documentation was up-to-date and readily available for audits.
- Collaborated with internal departments to ensure seamless operations & events

### DEC 2016-MAR 2022

Consumer & Products | SGS | Gurgaon

- Worked with world's popular buyers Inditex (Zara) Kmart, Target, Auchan, Macy's, H&M, LIDL etc.
- Conduct in-line and final inspections of products to ensure they meet quality standards.
- Ensure that products comply with company standards and buyer requirements.
- Collaborate with suppliers & manufacturers to ensure quality standards are met.
- Identify areas for improvement in the production process to reduce defects and rework.
- Follow health, safety, and environmental guidelines.

### JUL 2015-DEC 2016

Production | VCML | Kolkata

- Plan, schedule, and monitor production activities to ensure timely delivery.
- Lead and manage shop floor workers, operators, and shift supervisors.
- Collaborate with the Quality team to minimize defects and rework.
- Monitor usage of raw materials and report shortages or excess, ensure minimal wastage.
- Identify areas of improvement in efficiency, quality, and process
- Prepare shift-wise production reports including output, downtime, rejections, and manpower.

## EDUCATION

- Bachelor of Technology in Textile Engineering, | Govt. College of Engineering & Textile Technology, Berhampore  
Degree obtained in 2015
- **Course Included:**  
Major: Textile Fibre, Yarn Manufacturing, Textile Testing, Fabric Manufacturing, Dyeing, Apparel Technology.  
Minor: Basic computer programming, Production & Operation Management, Supply Chain Management.

## SKILLS

- Time Management
- Leadership
- Adaptability
- Team player with a proactive approach

## TOOLS

- Advance in MS Teams
- Advance in Outlook
- SharePoint,
- Excel
- Word,
- PowerPoint,
- Visio