

RESUME

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Career Summary:

Supply Chain Professional having more than 8 years of experience in managing End to End Supply chain from Customer Order Management-**Inside sales**-Planning - Vendor Management – Procurement - Inventory – Logistics.

Key Performance Areas:

- Customer relationship management
- Order management/Order to cash cycle
- Procurement & Vendor qualification
- SAP MM & BI Module, Sales Force

Career Goal:

To become Hallmark in End to End Supply Chain Management & Keep Raising Benchmark in Customer Satisfaction for Internal as well as External Customers by out of box thinking

Work Experience:

1. **Presently working for Southco India Pvt. Ltd as Customer Service Executive based out of Ranjangaon, Pune Facility from Dec 2017. Southco is US based MNC, Leader in Fasteners & Latch Product for Automotive, Heavy Industrial, Marine & Medical Industry.**

Job Profile:

- Seamless Execution of Domestic & Export Customers Orders in coordination with Operations & Logistics
- Attending Weekly Customer Calls, maintaining tracker & follow up on actions
- Managing Customer RFQs, sample requests, Follow up for Customer Feedback
- Managing Customer Masters in SAP
- Managing Customer Contracts & NDA
- Promoting company products and offers as well as product and application solutions
- Attending Customer Complaints & Proactively address it within organization. Ensure feedback to customer is provided within 24 hours
- Coordinating with Key account managers, Finance, logistics, material planner, production manager, quality manager to ensure Customer Delight
- Ensuring timely Account Receivables from customers
- Managing inventory levels as per target to help improve Cash Cycle

2. **Ecolab Food Safety & Hygiene Solutions Pvt. Ltd as Customer Service Administrator Located at Pune (From June 2015 to Dec 2017)**

Job Profile: End to End Execution of Customer Orders & cash cycle management

- Relationship Development with customers & distributors
- Visiting key customers to understand their expectations and try to achieve 100% customer satisfaction
- Cross functional communication with internal department's sales, finance, logistics, warehouse, material management team and ensure customer satisfaction.
- Handling Customer Complaints
- Reporting to Management Customer Order Summary & Revenue Details on Daily, weekly, monthly
- Ensure Revenue targets are met & Escalate to higher management if any anticipated shortfall.

3. Aker Solutions, Hinjewadi as a Supply chain executive (Group coordinator) July 2012 till 4th June 2015

Job Profile:

- Working as a group Coordinator
 - Leads Team, interdepartmental communication
- Working with suppliers and internal customers to ensure that Purchase Order requirements are successfully executed.
- Uploading documentation in SAP received from supplier & assigning the work flow to respective person for approval & resending docs to supplier after the acceptance from Aker solutions representative.
- Expedite/monitor PO progress till GRN is entered in SAP and documents are in accepted status.
- Follow up with suppliers and buyers regarding documents and material delivery
- Tracking material delivery schedule.
- Worked in Supplier Qualification information system (SQiS) which help in Vendor qualification and Vendor selection

4. Venky's India Pvt. Ltd., Pune as Management trainee. (April 2010 to June 2012)

Job Profile:

- Day-to-day activities of a Customer Service, PO processing, invoicing, co-ordination with sales, production, purchase and warehouse to process the order on time.
- Communication to customer on shipment plans, ensure shipment as per business needs, on-time deliveries
- Analyze, maintain, and execute the Materials Requirement Plan (MRP).
- Sales order entry in ERP and order status update in ERP, Invoicing
- Provide responsive order management support including order entry, material expedition and shipment information to customers

Academic Credentials:

Bachelor of Science from Reputed Dr. B.S.K.K.V, Dapoli, Maharashtra - Year 2007

Completed MBA (Marketing & Finance) from IIPM, Pune - Year 2010

Secured first class throughout my academic

Personal Information:

Date of Birth: 1st August, 1985

Languages Known: Can Read, Write & Speak, English, Hindi, Marathi.

Passport Details: H1394306

Marital Status: Married, Spouse Shubhangi, 5 Year Daughter Ananya

Residential Address: Survey No-82/6, Plot no-41, Karmabhumi Developers, Sant Nagar, Lohegaon, Pune-47