

CHIRAG PATEL

SKILLS

ANALYSER
DECISION MAKER
PROBLEM SOLVER
LEARNER

EXPERIENCE

**AREA LOGISTICS EXECUTIVE | PARLE BISCUITS PVT LTD |
DECEMBER 2015 – TILL DATE**

- Administering logistics & distribution functions of 11 warehouses & 8 manufacturing units across Maharashtra region, comprising of 23 warehouses & 28 manufacturing units.
- Executing & monitoring company's KPI's to improve operational performance in accordance with KPI's
- Analyzing & achieving operational cost reduction, cost avoidance initiatives to reduce logistics cost
- Identifying key transport cost drivers & steering efforts towards reducing transportation cost.
- Finalizing new transporters fitting company requirement & business model through tenderization; maintaining & evaluating transport performance
- Creating carrier scorecard in terms of vehicle placement & load ability, transit time & transit claims.
- Defining & evaluating KPI's of transporters & warehouses.
- Performing Warehouse selection as per company parameters & business model
- Steering efforts in driving optimum space utilization & zero detention cost
- Managing resource planning regarding New site/Manpower/Infra/Space & Fleet Management

KEY RESULT AREAS:

SUPPLY CHAIN MANAGEMENT
WAREHOUSE MANAGEMENT
TRANSPORTATION
INVENTORY MANAGEMENT
VENDOR MANAGEMENT
REQUIREMENT PLANNING &
SOURCING
LOGISTICS



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EXPERIENCE WITH SYSTEM TOOLS:

SAP
BI TOOLS
CITRIX
MICROSOFT OFFICE

VOLUNTEER EXPERIENCE OR LEADERSHIP

IMPLEMENTED ISO 22000:2005
PROJECT FOR MAHARASHTRA &
GOA.
APPOINTED AS SPOC FOR ISO
2200:2005 IMPLEMENTATION
THROUGHOUT MAHARASHTRA
AND COMPLETED WITHIN 1 YEAR.

- Conducting MIS Analysis including Lead Time Analysis, delivery Precision, Production, Dispatch & Order Booking Analysis
- Administering proper warehouse mechanization & modernization ensuring warehouse hygiene & safety assessment
- Supervising inventory management, cost management and reporting
- Ensuring Inventory Records Accuracy.
- Inventory movement control (slow & nonmoving, ABC classification to keep stock level under control) & avoiding inventory to go into expiry.
- Fully accountable for Physical Stock Counting & reconciliation with system Stocks.
- Coordinating with & facilitating subordinates, other departments & team members in order to formulate & implement policies, procedures, goals
- Formulating and executing new processes, procedures to enhance logistics operations
- Developing relationships with existing suppliers to maximize competitive advantage
- Adhering to SOP and process enhancements to improve productivity and cost management
- Interacting and maintaining relationship with the suppliers; monitoring supplier performance to meet quality & delivery requirements
- Tracking supply of procured items within deadline to ensure smooth functioning of the project/comp objectives. Administering the overall operations and enhancing the operational efficiency by eliminating obsolescence and achieving cost reduction.

**CUSTOMER RELATIONS ADVISOR | TECH MAHINDRA
BUSINESS SERVICES | DECEMBER 2014 TO DECEMBER
2015**

- Customer Retention and solving customer's Vodafone contract related issues.
- Ensuring high quality and accuracy of work and meeting the SLA.
- Achieving monthly cross sales target throughout the job tenure.
- Achieving the KRA and customer resolutions.

**CUSTOMER RELATIONS ADVISOR | TECH MAHINDRA
BUSINESS SERVICES | AUGUST 2011 TO JUNE 2013**

- Customer Retention and solving customer's Vodafone contract related issues.
- Providing service to business a/c's with 10+ connections.

ACHIEVEMENTS:

Awarded Merit Certificate by PARADIGM SERVICE PVT LTD for ISO 22000:2005 FSMS AWARENESS program in SEP 2016.

Awarded Merit Certificate by PARADIGM SERVICE PVT LTD for ISO 22000:2005 INTERNAL AUDITOR training program in JAN 2017.

Conducted Trainings on SAP for depot operations for Maharashtra depots multiple times since the implementation.

EXECUTIVE PROFILE

A competent professional capable of developing and implementing supply chain strategies, and managing various activities like demand planning, forecasting, demand fulfilment & inventory management

Successfully administered supply chain function entailing supply planning, logistic operations (inbound, warehousing, outbound), and customer service (customer relationship, service strategy)

Skilled at implementing cost saving measures to achieve reduction in terms of logistics costs.

Significant cost savings capability to adapt emerging trends and addressing industry requirements to achieve organizational objectives with critical thinking and strong communication, analytical, interpersonal and leadership skills

Complied with state, and local warehousing, material management requirements by studying existing and new legislation; enforced adherence to requirements and advised the management on required actions.

- Providing End to end resolution. (from Activation to any service-related issues)
- Ensuring high quality and accuracy of work and meeting the SLA.
- Achieving monthly cross sales target throughout the job tenure.
- Achieving the KRA and customer resolutions.

EDUCATION

BACHELORS IN SOCIAL WORK | 2013 | SHRIDHAR UNIVERSITY

HSC | 2010 | MUMBAI UNIVERSITY

SSC | 2008 | MUMBAI UNIVERSITY

PERSONAL INFORMATION

Date of birth: 13th January 1992

Marital status: Married.

Languages known: English, Hindi, Marathi, Gujarati, Bengali