

# **RESUME**

**Md. Shaiyad Hussain**

Plot#151 & 152, Aali village,

Sarita Vihar, Badarpur,

New Delhi-110076

Mob#9873367903

Email: [shaiyadh@yahoo.com](mailto:shaiyadh@yahoo.com)

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## **Educational Qualification:**

- 10<sup>th</sup> from JSEB (Ranchi)
- 10+2 (Science) from JAC (Ranchi)
- B.C.A from MCRP, University, Bhopal (MP)

## **Technical Qualification:**

- MS-Office (Word, Adv. Excel, Power point, Outlook)
- SAP Ver.7.3 (MM & SD)

**Typing Speed:** English: 45 WPM

## **Current Job Profile:**

- Company : Sapthaang Services Pvt Ltd (client Wipro Infotech, New Delhi)
- Position : Store Operation Executive
- From : 19/12/2013 To Till date

## **Responsibilities:**

- Handling Wipro Ltd-InfoTech Group- New Delhi RO for Customer Escalation, Customer Service & Support, Vendor Coordination and Material Movement with reduced time and minimum Cost Factor. Using different SAP Tcode i.e MIGO, ZCSBRIR, MB51, NVF01, VL10B, NVL02N, MB53, MB51 etc.

## **Working Area as a Logistics/Store Executive**

- Handling the Logistic Operation for IAS/ES Division at Delhi RO.
- Create PO, Invoice & Inward spare in SAP.
- Receipts and Issue of Spares as per demand through SAP.
- Coordination with Franchise for returning of defective spares and calls closing.
- Planning for Spares to achieve > 90% Service Level.
- Internal / External Audit having Compliance with NOC.
- Give the alternate solution to customer before any escalation.
- Coordination with courier for delivery at time.

### **Quality Management**

Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs & and work processes and thus managing cost-effective operations.

**Inventory Management:** Maintaining inventory software, this comprises of the following details:

- Receipt of material.
- Issue of material to service department.
- Stock details on a monthly basis.
- Maintaining stock without any variance by conducting stock verification and documentation

### **Vendor Development:**

- Managing sourcing through identification of cost effective vendor for procurement with an aim of reducing cost while improving quality & reliability.
- Monitoring the incoming materials supplied by vendors and ensuring they are as per quality & quantity specifications.
- Assisting the vendors in the production processes / systems and providing them suggestions for improving process efficiency

### **Store Management:**

- Overseeing the store management and maintaining reduced inventory levels.
- Maintaining the stock of material without any variance by conducting stock verification and documentation
- Ensuring quality packaging to prevent goods from getting damaged in transit
- Internal / External Audit having Compliance with NOC

### **Previous Job Profile:**

- Company : Total Library Solutions Pvt. Ltd. (Janakpuri)
- Position : Logistic Executive
- From : 4/08/2009 To 17/12/2013 (4.4 Years)

### **Responsibility:**

- Import journals from Indian & foreign publisher by different courier like DHL, FedEx, Bluedart & first flight etc.

- Keep record of all the journals & books.
- Manage our client database in word & excel format.
- Prepare delivery challan & send it to our clients.
- Maintain activity of office & also manage office expenses, keep record of all office expenses.
- Manage 3-4 boys group in our office.
- Daily reporting & mailing office activity to our manager.

Previous Experience:

- 1.5 years of working experience as a computer operator in an Institute (Dhanbad)

## Personal Information

Name : Md. Shaiyad Hussain

Father's Name: Ismail Mia

D.O.B : 14/01/1985

Nationality : Indian

Gender : Male

Language Known: Hindi, English, Urdu

Hobby : Always want to do better from others.

Permanent Address: Plot#4, Block-A, Phase-V, Om Vihar,  
Uttam Nagar, New Delhi-110059

Place: \_\_\_\_\_

Date: \_\_\_\_\_

(Md. Shaiyad Hussain)