

# NISHAL CM

## LOGISTICS AND SUPPLY CHAIN PROFESSIONAL

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### Professional Summary

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Results-driven Logistics & Supply Chain professional with over 2 years of experience in last-mile delivery, ERP systems, and customer service. Achieved a 15% reduction in transportation costs and maintained a 95% first contact resolution proficiency in SAP/ERP, inventory tools and microsoft tools .adept at managing high volume operations and ensuring service excellence. actively seeking to contribute to UAE based logistics or operation team with a focus on efficiency and customer satisfaction

### Core Competencies

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- Last-Mile Delivery Optimization
- Route Planning & Cost Control
- Inventory & Order Management
- SAP / ERP Systems
- Microsoft Excel (VLOOKUP, Pivot Tables)
- Customer Relationship Management
- Quality Control & Compliance
- Health & Safety Standards

### Professional Experience

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#### Franchise Associate

DTDC Logistics & Courier – Kerala, India | Aug 2023 – July 2025

- Reduced fuel and transport costs by 15% through optimized route planning.
- Ensured timely shipment processing with 0 critical delays.
- Achieved 95% first-contact resolution for customer queries.
- Coordinated with dispatch and inventory teams for efficient delivery.
- Enforced safety and compliance standards in daily operations.

#### Event Management Associate

Chakolas Pavilion – Kerala, India | Sep 2022 – Apr 2023

- Managed logistics for 50+ events, ensuring smooth execution.
- Maintained high guest satisfaction through proactive service.
- Adapted to dynamic schedules and tight deadlines effectively.
- Built strong stakeholder relationships, increasing repeat business.

### Education

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Diploma, Logistics & Supply Chain Management

SLBS Marklance Institute – Singhanian University (2022 – 2023)

Relevant Coursework: Warehouse Mgmt, Procurement, Transportation

Bachelor of Business Administration (BBA)

Fathima Arts & Science College – Calicut University (2019 – 2022)

### Technical & Soft Skills

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**Tools:** SAP/ERP, MS Excel, Word, PowerPoint, Inventory Software

**Soft Skills:** Communication, Collaboration, Problem-Solving, Customer Focus

**Languages:** English (Fluent), Malayalam (Native), Hindi (Conversational)