



ARJUN OTHAYOTH

Experienced logistics and customer service professional with expertise in supply chain management, inventory control, and warehouse operations. Skilled in optimizing processes, addressing customer needs, and using tools like Navision to ensure accuracy and efficiency. Strong communicator with a proven track record of driving operational excellence and collaborating with cross-functional teams to achieve organizational goals.

SKILLS

- Team Work
- Work Ethic
- Analytical skills
- Leadership Quality
- Decision-making
- Time Management
- Customer service
- Problem Solving Ability
- Adaptability and Flexibility
- Attention to detail

WORK EXPERIENCE

LOGISTICS CUSTOMER SERVICE REPRESENTATIVE | 2023 – Present

AL FUTTAIM LOGISTICS, IKEA - DUBAI INDUSTRIAL CITY, UAE

KEY RESPONSIBILITIES

- Coordinating daily and weekly operational tasks for the Central Unit to ensure smooth logistics processes.
- Monitoring warehouse replenishment and maintaining accurate stock levels in picking locations.
- Managing inbound and outbound documentation while supporting B2B operations and container GRN postings.
- Overseeing stock transfers between the Central Unit, stores, and external warehouses based on customer demands.
- Tracking and updating store-to-store stock transfer shipments in a timely manner.
- Addressing customer complaints and queries by providing effective resolutions.
- Executing internal and external stock replenishment, ensuring timely transfers and adjustments.
- Allocating sales locations for articles and updating sales space capacity using Navision based on sales forecasts.
- Analyzing previous sales data to plan and balance stock levels for optimal inventory management.
- Conducting annual, semi-annual, and quarterly cycle counts to
- Facilitated Central Unit operations by preparing daily and weekly plans.
- Focusing on delivering exceptional customer service by understanding and meeting customer needs.
- Verifying warehouse replenishment and ensured stock accuracy in picking areas.
- Handlling documentation for inbound and outbound processes, ensuring compliance and efficiency.
- Managing stock transfers across multiple sites and addressed customer-specific requests.

CONTACT INFORMATION

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- 📍 Near ADCB Metro - Al Karama, Dubai, UAE

EDUCATION

- CERTIFICATION IN WAREHOUSE MANAGEMENT | 2022 | Grade: A**
 - STED Council (Govt of NCT, New Delhi)
- DIPLOMA IN MECHANICAL ENGINEERING | 2015 | 74.86%**
 - Karnataka Open University
- HIGHER SECONDARY | 2012 | 65%**
 - Chala Government Higher Secondary School
- HIGH SCHOOL (10th) | 2010 | 75%**
 - Mambaram Higher Secondary School

TRAINING

- **First Aid and CPR Course**
 - Completed on 25th October 2023
- **Training on Supply Chain Securities**
 - Scheduled for October 2024
- **EV IMI Training Level-1**
 - Scheduled for 27th November 2024

COMPUTER PROFICIENCY

MS Office Suite	★★★★★
MS Excel	★★★★★
AutoCAD 2D & 3D	★★★★★
CATIA V5	★★★★★
Data Entry	★★★★★
Internet & Email	★★★★★

AREAS OF EXPERTISE

- Logistics Coordination
- Inventory Management
- Warehouse Operations
- Stock Replenishment
- Supply Chain Management
- Inbound and Outbound Logistics
- Customer Service Excellence
- Data Analysis and Forecasting

LANGUAGES

English	<div style="width: 100%;">100 %</div>
Malayalam	<div style="width: 100%;">100 %</div>
Hindi	<div style="width: 85%;">85 %</div>
Tamil	<div style="width: 85%;">85 %</div>

INTERESTS



- Updated sales space allocations in Navision to align with item performance and demand trends.
- Resolved customer issues and streamlined communication for improved satisfaction and operational outcomes.

RECOVERY ASSISTANT | 27 April 2023 – 04 November 2023 AL FUTTAIM LOGISTICS, IKEA - DUBAI INDUSTRIAL CITY, UAE

KEY RESPONSIBILITIES

- Investigated storage system damages and maintained detailed records of inspections.
- Processed cancelled orders and released shipments efficiently.
- Monitored and managed damaged items in picking locations, coordinating actions with the inbound team.
- Organized and prepared AS-IS stock for store transfers and scrap damage handling.
- Maintained a systematic approach to storage and damage management, ensuring process efficiency.

PERSONAL STRENGTHS

- CONTINUOUS LEARNING:** Proactively seeking opportunities for personal and professional development.
- CONFLICT RESOLUTION:** Able to mediate and resolve conflicts in a professional manner, ensuring team harmony.
- PROACTIVE ATTITUDE:** Taking the initiative to identify opportunities and address challenges before they arise.
- ANALYTICAL THINKING:** Strong ability to analyze data and make informed decisions that improve operations and performance.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 27/08/1994
Nationality	: Indian
Passport Number	: P4615997
Marital Status	: Married
Visa Status	: Employment Visa

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

ARJUN OTHAYOTH