

SUJU MON S

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PROFESSIONAL SUMMARY

Highly motivated MBA graduate in Logistics and Supply Chain Management with a B.Com (Computer Applications) background. Skilled in logistics operations, supply chain optimization, and financial accounting with proficiency in Tally, MS Excel, QuickBooks, and Zoho Books. Demonstrates strong analytical skills, accuracy in data handling, and a commitment to continuous improvement. Actively seeking opportunities in logistics and supply chain management to apply technical and operational expertise to enhance organizational efficiency.

WORK EXPERIENCE

ASSOCIATE | Sep 2024 – July 2025

GLOBIVA SERVICE PVT. LTD

Key Responsibilities

- Managed customer interactions across phone, email, chat, and social media, ensuring timely and professional responses.
- Investigated and resolved customer complaints, achieving high satisfaction and retention levels.
- Maintained comprehensive knowledge of Flipkart products, services, and policies to provide accurate guidance.
- Collected, documented, and reported customer feedback to support product and service improvements.
- Collaborated with internal teams to streamline issue resolution and enhance customer experience.

EDUCATION

MBA IN LOGISTICS & SUPPLY CHAIN MANAGEMENT

2023 – 2025

JAIN UNIVERSITY

B.COM (COMPUTER APPLICATIONS)

2020 – 2023

SNDP YOGAM ARTS AND SCIENCE COLLEGE, KONNI (MG UNIVERSITY)

HIGHER SECONDARY EDUCATION

2018 – 2020

GOVT. HSS OMALLOOR

SSLC

2018

CMS HIGH SCHOOL

PROJECTS

- **Employee Satisfaction Study – MILMA Plant, Adoor Milma Dairy Plant, Mammod (2023)**
Conducted research and analysis on employee satisfaction to provide actionable recommendations for operational improvements.

COMPUTER PROFICIENCY

- Tally ERP 9 / Tally Prime
- MS Excel (Formulas, Pivot Tables, Charts)
- MS Office Suite (Word, PowerPoint, Outlook)
- Accounting Software: QuickBooks, Zoho Books (Basic)

CORE COMPETENCIES

- Expertise in supply chain planning and coordination.
- Proficient in inventory management, stock control, and warehouse operations.
- Skilled in procurement processes and vendor relationship management.
- Experienced in logistics and transportation optimization.
- Knowledgeable in process improvement and lean practices for operational efficiency.
- Strong background in financial accounting and reporting support.
- Competent in accounts payable and receivable management, bank reconciliation, and invoice processing.
- Advanced MS Excel skills for data analysis and reporting.
- Strong team leadership, communication, and interpersonal skills.
- Excellent problem-solving, strategic planning, and time management abilities.

LANGUAGES KNOWN

- English
- Malayalam
- Hindi
- Tamil

SOFT SKILLS

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|------------------------|----------------------|
| ▪ Strong Communication | ▪ Adaptability |
| ▪ Attention to Detail | ▪ Problem Solving |
| ▪ Analytical Thinking | ▪ Team Collaboration |
| ▪ Time Management | ▪ Client Interaction |

AREAS OF INTERESTS

- | | |
|---|--|
| ▪ Supply Chain Planning and Operations | ▪ Journal Entries & Ledger Maintenance |
| ▪ Inventory Management & Stock Control | ▪ Accounts Payable & Receivable |
| ▪ Warehouse Management & Distribution | ▪ Bank Reconciliation Statements (BRS) |
| ▪ Vendor Coordination & Procurement | ▪ Invoice Preparation & Record Keeping |
| ▪ Process Optimization & Lean Practices | ▪ Budgeting & Cost Control |

PERSONAL STRENGTHS

- **PROCESS ACCURACY:** Skilled in understanding operational workflows, and documentation with precision.
- **QUALITY FOCUS:** Committed to maintaining accuracy and compliance in all logistics and supply chain activities.
- **ADAPTABILITY UNDER PRESSURE:** Able to perform efficiently in fast-paced environments and meet tight deadlines.
- **CONTINUOUS LEARNING:** Eager to learn & stay updated on the latest logistics, supply chain practices, software tools.

PERSONAL DETAILS

Gender	: Male
Date of Birth	: 16/11/2002
Nationality	: Indian
Visa Status	: Visiting Visa
Availability	: Immediate Joining
Permanent Address	: Vattamon Kuzhi Niravel Thalachira Earm P O Pathanamthitta, Kerala, India, Pin:695141

PROFESSIONAL REFERENCES

Available upon request