



Gopal Dutt Tiwari

0097150-7246145

vickydutt2012@hotmail.com

SUMMARY

Dedicated and results-oriented Operation Manager for Warehouse/Logistics / Inventory and Supply Chain department with a strong track record of efficiently managing the receipt, storage, and dispatch of diverse goods. Skilled in optimizing warehouse, logistics, and inventory processes to enhance efficiency, effectiveness, and service quality. Possessing extensive knowledge of 3PL customer billing and storage and transportation rates. managing human assets, forklifts/reach stackers, and transportation trucks to maximize output while minimizing costs. Proficient in handling imports, exports, customs clearance, and Free Zone operations. Experienced in new warehouse startup, and supporting WMS & SAP implementation, as well as compliance with ISO 9001:2015, 14001:2015, and 45001:2018 standards. I have oil and gas terminal operations management knowledge, and I am always ready to take up new challenges and opportunities in this dynamic and evolving industry.

SKILLS

- Leadership
- Problem Solving
- Critical Thinking
- Service Orientation

EXPERIENCE

November 2022 - July 2024

OPERATION MANAGER- WAREHOUSE, LOGISTICS ,INVENTORY 3PL CHEMICAL LOGISTICS FZCO, DUBAI, UAE | JEBEL ALI, DUBAI UAE

- Managing and overseeing the chemical warehouse site, ensuring logistics operational efficiency and the safety of both the site and its employees.
- Ensuring Smooth operation of Import Custom Clearance, Storage of Goods and Export Shipment.
- Reviewing MSDS before accepting any shipment for warehouse storage, drumming activity, and bulk chemical yard storage operations.
- Planning and supervising the daily inbound and outbound activities of warehouse, chemical fillings activity and Bulk Chemical Tank storage.
- Handling ISO tanks (Laden ISO/Empty ISO & Dry Containers) terminals operations and ensuring accuracy on receipt , storage and release of tanks and containers .
- Monitoring the on-time product receiving and dispatches in WMS System with the accuracy.
- Coordination with cross functional department and provides quick information and solution.
- Ensuring safe storage of hazardous and non-hazardous chemical products as per DG segregation and product compatibility.
- Ensuring all "**Quality, Health , Safety, Environment**" regulations and best practices follow according to chemical industry standards.
- Strategic utilization of warehouse space and space creation planning inside warehouse and outside yard storage.
- Warehouse floor marking and yard traffic safety rules.
- Provides operational trainings of filling machine and closely monitoring DG and non-DG product drumming , IBC, and pails filling activities.
- Planning and Closely monitoring bulk chemical cross-pumping activity from ISO to ISO/Road Tanker/Flexi container transfers.
- Prepare Inventory count plans , monitoring inventory cycle counts on daily basis and periodic stock count to achieve **100%** inventory accuracy.
- Conducting Inventory reconciliations and **P2B , B2B** counts .
- Analyzing inventory data for product expiration and notifying customers.
- Developing SOP's and providing training to all the operations staff .
- Conducting WMS system and inventory training programs to enhance employee skills and development .
- Set up and monitor **OKRs** and **KPI** reports.
- Keeping up-to-date facility and equipment preventive maintenance records and ensuring on-time serving and calibration and 3rd party certification.
- Ensuring safe chemical handling and controlling the chemical spillage in a safe manner.
- Provides inspection and hazmat solutions for leakage in ISO tanks and containers at the port .
- Closely monitoring industrial waste and contaminated chemical

- Time Management
- Flexibility
- Inventory control
- Procedure development
- Logistics management
- Multi-unit operations management
- Systems implementation
- Supplier negotiation
- Contract management
- Inventory management
- Budget management
- Workforce training and development
- Cost reduction
- Organized
- Continuous improvements
- People Management
- Client Relationship Management
- Warehouse operations
- Operational troubleshooting
- Process improvement strategies
- Incident log management
- Health and Safety Compliance
- Microsoft Office Suite expert
- Product inspections
- Policies and procedures
- Maintenance planning
- Business strategy
- Contract development and management
- Team Leadership
- Systems and automation applications

- waste disposal as per the EHS Guidelines.
- Controlling and approving departmental procurements and purchases in cost-effective manner.
 - Negotiate with vendors, Freight forwarders, transporter, and external service providers.
 - Supporting the sales department to generate revenue.
 - Investigate customer complaints, **RCA**, and prepare **CAPA**.
 - Conducting interviews and finalizing candidates for the department's hiring process.
 - Motivates and rewards the employees on a time-to-time basis.
 - Develop and implement continuous improvement strategy that helps department and business growth.
 - Auditing the cross-functional departments.
 - Meeting with customers and suppliers to build and strengthen relationships by actively listening to their concerns, providing valuable solutions.
 - Provides the best service level to all the customers.
 - Interaction with customs and free zone regulatory bodies.
 - Preparing commercial proposals and contracts for 3PL Warehouse Storage, Yard Storage , Chemical Filling Jobs, Transportation and sending to customers and follow ups.
 - Finding and analyzing all aspects of warehouse storage solution within a fourth party logistics (4PL) environment.
 - Reporting to GM on Daily , Weekly and Monthly basis.

August 2019 - November 2022

**WAREHOUSE, LOGISTICS & INVENTORY MANAGER SMS Est.
P.O. BOX 133 Dubai, UAE, [Perfume and Cosmetic]**

- Managing Distribution Warehouses, logistics and inventory activities
- Develop Logistics strategies to optimize transportation routes, minimize transportation costs and enhance overall efficiency
- Ensuring materials In and Out activity carried out smoothly
- Monitoring manufacturing department supplies
- Solving warehouse, logistics and inventory operation challenges
- Solving customer's problem and building good relationship with customers
- Managing Inventory counts and audits
- Implementation of SAP BU1, WMS in the warehouse and data migration
- Implementation of ISO standards, SOP and safety procedures
- Liquated old and nonmoving stocks
- Monitoring and proposing vehicle and MHE maintenance
- Price negotiation with vendors
- Leading, motivating, training, and developing all warehouse staff
- Monitoring E-Commerce customer's supplies and replenishment
- Ensuring compliance with all health and safety regulations
- Weekly & Monthly MIS reports and updates to higher management
- Warehouse operations budgeting
- Implemented warehouse Kanban system for FIFO management.

May 2017 - August 2019

**WAREHOUSE OPERATIONS MANAGER RSA TALKE (3PL)
LOGISTICS CO. LLC, P.O. BOX 644313, DUBAI, UAE [PETRO
CHEMICAL & GAS- DG GOODS]**

- Responsible for hazmat & non-hazmat chemicals (3PL) warehouse operations and performance
- Ensuring compliance with health and safety legislation
- Strategic planning and space management

- Monitor and analyze inbound shipment and delivery
- Responsible for analyzing & investigating the customer complaints and continued provide feedback / resolution to resolve with the SLA's
- Maintain updated and accurate records of inventory, including aging stocks and cycle counts
- Optimizing the customer's incoming and outgoing shipment and improving speed to our customer through various initiatives
- Contribute and lead major projects within the UAE Operations Fulfillment / Transportation to support business and selection growth
- Contribute to contract negotiations with our external fulfillment partners
- Develop and maintain strong communication processes to ensure smooth and efficient flow of accurate information across the department and external customers
- Audit the sites for various operational conformances, restrictions, and norms
- Developed Standard Operating Procedures (SOP's) and provided training to employees
- Conduct audits based on SOPs, analyze data and propose process improvement initiatives
- Monitored and analyze DG and Non-DG segregation
- Handled warehouse and MHE maintenance
- Maintaining statistical and financial records
- VAS activities
- Reviewed and analyzed all data of KPI's for continuous improvement
- Safely handled and followed appropriate process to control chemicals spillage
- Monitor warehouse housekeeping
- Team buildings
- Employee's performance evaluations
- Supported ALFRED TALKE Facility for drumming operation from Bulk Storage Tank Terminal in India for 1.5 Month.

May 2015 - December 2016

WAREHOUSE MANAGER at JBK CONTROLS W.L.L, P.O.BOX 15309, DOHA QATAR

December 2009 - April 2015

WAREHOUSE MANAGER at BMTS SYSTEM LLC, PO BOX 1247, DUBAI, UAE

August 2007 - December 2009

LOGISTICS/WAREHOUSE OFFICER SHARAF ELECTRONICS L.L.C., P.O BOX 125879 DUBAI,

July 2001 - July 2007

LOGISTICS/WAREHOUSE SUPERVISOR JUMBO ELECTRINICS CO. LTD, P.O. BOX 3426, DUBAI, UAE

COMPUTER SKILLS & SOFTWARES

- PGDCA- MS Office, Excel, Word, Paint, Power Point, Windows Explorer
- AS400 / Tally
- JD Edwards ERP (Worldsoft & Oneworld Xe)
- E-mersal & Dubai Trade (E Clearance)
- Orion ERP

- Futura Software Package
 - SAP[E.C.C.6]–MM Module– (SUPER USER)
 - Sun System ERP
 - BAR CODE- (WMS) – (SUPER USER)
 - WMS Exceed 4000
 - SAP- B1 – (SUPER USER)
 - SAP-HANA (SUPER USER)
 - NUHA- (WMS)– (SUPER USER)
-

EDUCATION

01/2021

SCM

London International Studies & RC

01/2008

MBA- Logistics Management

National Institute of Management

01/1999

Master's M. Com

Barkatullah University

PERSONAL INFORMATION

- Date of birth: 06/16/1976
- Nationality: INDIAN
- Marital status: MARRIED
- Visa: employment visa

WEBSITES, PORTFOLIOS AND PROFILES

www.linkedin.com/in/gopal-dutt-tiwari-23674129

LANGUAGES

Hindi, Urdu: First Language

English: C2



Proficient

CERTIFICATIONS

- Supply Chain Management certified
- Logistics Management certified
- Terminal Operations - Bulk Chemical Storage certified
- COSHH certified
- SCBA certified
- ISO 9001 , 14001 , 45001-Internal Auditor certified
- Permit to Work certified
- Confined Space Entry & Gas Monitoring certified
- General Health and Safety Training certified
- Fire Warden, Fire Watcher and First Aid & CPR certified
- ISOPA

HOBBIES AND INTERESTS

- Playing Cricket
 - Playing Badminton
 - Fitness Activity
-

DRIVING LICENCE

- Light Motor Vehicle