**Abhijeet Roul**

**Contacts:** 8010152739 / 8448012484 **~ E-Mail:** jibanabhijeet@gmail.com

**Seeking assignments in, Operation Management, Office Administration, Distribution & Supply Chain Management, Customer relationship management, Warehouse management with leading organisation of repute.**

Sector Preference: Service Sector, Manufacturing Sector and Retail Sector.

**PROFILE SUMMARY**

Result oriented professional with over 9+ years of experience in Operation Management, Supply Chain Management, client relations, warehousing, Liaising, Coordination and Cost Control. Skilled in recognizing / establishing financially strong & reliable channel partners for deeper market penetration along with providing training & direction for ensuring quality performance. Resourceful in managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms. Adroit in attending to clients’ complaints and undertaking steps for effectively resolving them.

Proficient in interacting with the customers to gather their feedback regarding the product satisfaction. Expertise in developing vendors into strategic partners as well as identifying and developing potential vendors / suppliers for achieving reduction in prices and timely delivery. Deft in executing and evaluating projects from profitability view as well as taking the advantage of technical background, regularly suggesting methods to reduce breakdowns and increase efficiencies. Excellent leadership, communication, client servicing and organisational abilities.

**KNOWLEDGE PURVIEW**

SCM Customer Service & communications, Order Processing, Inventory control, transportation & Logistics control, packaging & materials management, export import processes & documentation.

CRM Developing & Implementation of customer service policy, team management, handling face to face enquiries, developing methods and processes for customer satisfaction and services.

MIS Back-end Sales Support & Coordination, Product Realization Analysis, Orders & Target Analysis & Ascertainment, Stock & Sale Report Analysis and Database Management.

Operations Ensures documentation is developed and maintained to meet all regulatory requirements within Distribution and Warehousing Facilities, preparation of logistics plan, insures that the flows of work, product, information, and cash are at targeted levels.

Finance Claims Management in relation to Debit & Credit Notes, Debtors Reconciliation, Tax & Insurance Management.

**ORGANISATIONAL EXPERIENCE**

**Flyrobe.com (India’s First Rental App) Jan 16 – Sept 19**

**Designation:** Operation Manager - New Delhi

**Highlights:**

* Distinguished efforts towards achieving the Supply Chain and Delivery Targets month-on-month
* Pivotal in utilising the manpower along with reduced their efforts
* Effectively ensured that the organization meets the customer requirements and coordinated with the Internal Departments in expediting customer’s issues
* Instrumental role in assisting for the creation policies that helps in giving better service to customers
* Essayed a stellar role in assisting & controlling the Service Department Team in day-to-day handling of queries
* Served as the In-charge of all operations related to customer service, sales, marketing, performance, etc.
* Effectively managing daily warehouse operations pertaining to administration , recruritment , staff management , cash management , payrol management , inventory management and logistics.
* Dexterously involved in controlling the cost related to service, product, transport, branding, inventory, etc.
* Shouldered the responsibilities of preparing & monitoring the MIS Reports related to sales, supply, schemes, orders, expenses, etc.
* Accountable for assisting & coordinating with the vendors and suppliers in day-to-day business in terms of procurement.
* Implemented warehousing racking, barcoding of inventory & inventory management system for smooth tracking and flow of outfits in and out of warehouse for orders as well as internal store and warehouse movement.

**Body Care International Ltd., New Delhi Jun’ 11 – Jul’15**

**Designation:** Distribution Manager

**Highlights:**

* Distinguished efforts towards achieving the Supply Chain and Delivery Targets month-on-month
* Pivotal in utilising the manpower along with reduced their efforts
* Effectively ensured that the organization meets the distributor’s requirements and coordinated with the Internal Departments in expediting customer’s issues
* Instrumental role in assisting for the creation policies that helps in giving better service to Distributors.
* Essayed a stellar role in assisting & controlling the Service Department Team in day-to-day handling of queries
* Served as the In-charge of all operations related to customer service, sales, marketing, performance, etc.
* Contributed significantly towards managing the claims of distributor’s well as looking after other financial aspects as to bank reconciliation, debit & credit notes, insurance, tax etc.
* Dexterously involved in controlling the cost related to service, product, transport, branding, inventory, etc.
* Shouldered the responsibilities of preparing & monitoring the MIS Reports related to sales, supply, schemes, orders, expenses, etc.
* Accountable for assisting & coordinating with the distributors in day-to-day business
* Created history by achieving 1, 50, 000 units deliveries/dispatches in Apr’ 2012 in body care in 12 yrs and also made the company stand among top 5 distribution companies in India in inner wear/ lounge wear market
* Implemented online order booking system to ensure distributors access to book orders directly into company and have easy access to warehouse stock.

**Classic Polo (Royal Classic Mills (p) Ltd) Tirupur, Tamil Nadu Jun’ 09 – May’ 11**

**Designation:** Executive MIS & HR

**Highlights:**

* Distinguished efforts in assisting management in decision making & creating policies for the organization through MIS Reports, pertaining to sales, expenses, orders, etc. from Distributors & Marketing Team
* Pivotal in coordinating with the marketing team in generation of orders, service to customers, sales, market & product related queries, new schemes, feedbacks, etc.
* Maintained coordination with the Supply Chain Department for Dispatch Planning, Order Creation, Stocks & Sale Analysis, etc.
* Shouldered the responsibilities of:
  + Assisting the HR team in Performance Appraisal, Expense Management, Incentive Management, salary & MIS Reports, etc.
  + Coordinating with the supply chain department in supply and delivery of goods according to order specifications and at the right time.
  + Coordinating & assisting the Finance Team in settlement of claims & other financial issues
  + Administering the online sales force automation
* Instrumental role in assisting & coordinating with every departments in providing effective & in-time service to channel partners, customers etc & ensuring the satisfaction level is maximum

**EDUCATION**

2009 MBA (Finance & Marketing) from Karunya Institute of Technology & Science, Karunya University with 73% marks

2007 B.Com. (Hons.) From B.J.B (Autonomous) College, Bhubaneswar, Utkal University, Bhubaneswar with 65% marks

**TRAININGS ATTENDED**

**Project Title : Stock Volatility of 5 major Oil Companies in India**

**Organisation :** India Bulls Ltd., Coimbatore, India

**Duration :** 3 Months

**Project Title : Export Marketing System**

**Organisation :** National Aluminium Company Ltd., Bhubaneswar, Orissa

**Duration :** 1 Month

**EXTRAMURAL ENGAGEMENTS**

* Received the Scout with Governors Certificate Award in 2002
* Took part in following competitions / meets:
  + Business Quiz at various B Schools
  + Management Meets
  + National level Athlete during school

**IT Skills:** Proficient in Statistical Package for Social Sciences, FIT, VASTRA & FOXPRO, Navision (Textile Management Tools), MS Office and Internet Applications

**PERSONAL DETAILS**

Date of Birth : 26th October 1985

Residential Address : Flat No 300b, 3rd floor, Shrabani Arcade , Unit-6 (Aerodome Area)BBSR-751001.

Permanent Address : Flat No 303, Divine Kalinga Apatment (Besides Kalinga Studio)BBSR-751003.

Languages Known : English, Hindi, Oriya and Bengali

**REFERENCE:-**

1. Mr.Sovesh Jena :- Assistant General Manager.

Company:- Ultra Tech Cements

Contact:-9937028361.

1. Mr.Sushant Misra :- Founder and Managing Director.

Company:- Divine Constructions Pvt Ltd.

Contact:-9337119090