**Augustine Yesuraj**

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Location Preference : **Bangalore**

**Achievement-driven professional targeting assignments in Supply Chain Management / Customer Relationship Management with an organization of repute**

***Widespread experience in diverse functional areas such as Supply Chain Management / Sales & Customer Relationship Management***

**PROFILE SUMMARY**

* Offering **over 14 years** or rich experience in **Customer Relationship Management, Sales Activities, Supply Chain Management entailing Logistics, Purchase, Sourcing & Order Processing**
* Currently associated with **Michelin India Private Ltd., Gurgaon as Manager Supply Chain**
* Proficient in managing business operations encompassing key account management, relationship building, administration, and market/ competition analysis
* Proven skills in exploring business potential, opportunities & clientele to secure profitable business volumes
* Experience in driving sales initiatives to achieve business goals & managing the frontline sales team
* Exposure in managing logistics operations; ensuring effective demand & supply planning and management to accomplish overall corporate objectives
* Highly skilled in performing order management duties on an accurate and timely basis from order entry up to on-time delivery and includes issue of order

**KEY SKILLS**

~Supply Chain Management ~ Customer Relationship Management ~ Sales Forecasting

~ Business Development ~ Team Management ~ Market Analysis

~Logistics ~ Process improvement ~Purchase Management

**NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER**

* Played a key role in initiating new sales administration department for managing commercial activities
* Attained 100% results in internal & external audit with no gap’s identified
* Developed process for commercial activities and implemented call center services for customer service department
* Achieved **Trendsetter Award** for stabilizing the process & executing rebates well before deadline
* Arranged team building activities between different departments
* Participated in ASM projects for joint collaboration of sales and HO to bring in new ideas for betterment of services
* Achieved Go-Live for both the projects of ERP well within the desired date

**WORK EXPERIENCE**

**Since Sep’06: Michelin India Private Ltd., Gurgaon**

**Growth Path:** Since Jan2015 as Manager – Supply Chain

Jan’14 – Dec’14 as Sales Admin

Dec’10 – Dec’13 as Manager- Sales Administration

Sep’06 –Nov’09 as Team Leader – Customer Service

**Role:**

**As Manager Supply Chain:**

* Assuring all products are available & delivered to the right location at the right time
* Maintaining OSA based on sales trend (on self-availability of 90% for all product lines)
* Analyzing latest marketing trends, tracked competitors' activities & providing valuable inputs for fine-tuning sales & marketing strategies
* Assessing overall supply chain from factory to consumer focusing on regional and country logistics network infrastructure to design innovative solutions, reducing operational costs and improving delivery times while maintaining high service levels
* Participating in collaboration meeting with supplier and commercial director to validate the production plan
* Ensuring purchase orders for suppliers are raised on time to avoid any delays in shipment
* Working on monthly distribution plan and coordinate with logistics for managing inventory and better service
* Assessing MAPE & BAIS for maintaining forecast accuracy to avoid over stock or loss of sales

**Highlights:**

* Introduced replenishment system and forecasting techniques that helped improve order fulfilment rate
* Modified supply chain system and made it economical and customer friendly
* Initiated Auto deployment for replishment of tyres in india.
* Developed long-term logistics strategy for key markets based on business model that incorporates supply chain initiatives

**As Sales Admin Expert for Oracle implemenation (Project: ERP Backbone for Oracle implemetaion in india):**

* Conducted assessment & alignment of business requirement
* Provided key inputs and suggestion for building the best solution
* Coordinated with business regularly for new updates and changes in business module
* Contributed in migration of master data related to price & customer master
* Participated in test analysis verify and validate the solution
* Provided training of key users & end-users
* Prepared user guide manuals
* Provided Business support post Go live

**Highlights:**

* Increased efficiency in order bookings with 99% accuracy
* Attained 100% automatic generation of credit notes for the customers
* Increased efficiency in managing master data (Customer & Price)
* Tracked sub-segment wise primary, secondary and tertiary sales and shared reports with the top management

**As Manager Sales Administration:**

* Ensured the right invoicing with accurate price according to commercial contract in line with legal and internal control rules
* Monitored the right tax is applied on sales invoices and verified sales register on regular basis for authenticity
* Participated in feasible study with marketing for preparation of commercial policy for all product lines
* Supervised maintenance of master Data and ensure audit and quality controls are followed for managing claim disbursements
* Administered calculation of rebates (credit notes) for all customers
* Participated in external and internal control audit and in annual performance review for team members and validate their rating with functional head

**Highlights:**

* Prospected, identified and established top ten clients for establishing high level of business with them.
* Met clients, identified their requirements and proposed effective solutions; highlighted the benefits of the company’s software products and services thus enhanced customer base
* Identified new opportunities and generated successful sales leads;

**As Team Leader – Customer Service:**

* Managed a team of customer service and credit function
* Maintained a collaborative relationship with internal and external customers to ensure satisfaction
* Focused on maximizing customer satisfaction through prompt resolution of escalations, complaints and client queries
* Ensured the order processing team continually improve their performance and meets service level agreements/performance guarantee goals
* Monitored value added activities for replacement market and ensured business continuity plan for downgraded condition to be consistent in mission and objectives
* Developed quarterly training plans for team
* Conducted product & process related training sessions based on training needs of team members.
* Provided regular performance feedback and imparted frequent coaching sessions
* Conducted rate annual performance review for team members

**Highlights:**

* Provided high quality services to outbound customers in areas such as order processing
* Prepared the SOP for Field visit which showcased end-to-end order booking and account statement study business; this initiative brought in additional business worth of INR 50 crores from various customers
* Successfully implemented call center operational excellence plans, thereby leading to an increase in efficiency (process and human resource) over a period of 2 years for customer service process

**PREVIOUS EXPERIENCE**

**Oct’04 – Aug’05: Linear Financial Mgmt. Pvt. Ltd., New Delhi as Verification Officer**

**Apr’01 – May’04: Prime Printing & Marketing, Hyderabad as Team leader**

**EDUCATION**

* B.com from Premier College of Arts, Science Commerce & Management Studies, Mumbai

**IT SKILLS**

* Oracle R12.1.3 Distribution Module
* Jd Edwards Distribution Module
* Operational knowledge of Modules-Customer Master, Claims, Price Master & Offers

**PERSONAL DETAILS**

Date of Birth: 6th August 1977

Languages Known: English, Hindi, Tamil & Telugu

Present Address: House no-934, first floor, Sector-45 Gurgaon -122003

Permanent Address: House no 7/28, second main road, Domlur Layout, Bengaluru-560071