

SURYA DUTT A. TRIVEDI

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Jodhpur, IN

BD Expert & EX-IM/Logistics Specialist

Senior Business Development Manager & Logistics Professional with a stellar 20-year track record of conceptualizing and executing growth strategy and serving key critical accounts for fostering long-term business relationships. Adept at leading teams to champion export-import management and direct product life-cycle management for effectively serving clients. Proficient in scrutinizing market trends to forge strategic alliances, bolster business growth & boost long-term profitability.

KEY SKILLS

- Business Development • Export/Import Management • Forecasting • Freight Negotiations • Team Leadership • Logistics
- Customer/Client Relationship Management • Product Life-cycle Management • Marketing Campaigns • Alliances/Partnerships
- Key Account Management • Audits • Stakeholder Management • Tech Solutions • Revenue Maximization & Growth Strategy

PROFESSIONAL EXPERIENCE

Srisrimal Exports | Business Development Manager - Merchandiser | Jul '16 - Present

Business Development and Marketing Management

- Scheduling meetings with **network partners** for **identifying new** and **potential business opportunities**
- Delivering presentations and strategizing **marketing** campaigns across **social media** and **digital** media
- Briefing clients on **new product developments** and overseeing the progress of **marketing literature**

Reporting & Forecasting

- Documenting **reports** pertaining to **sales, follow-ups, production**, etc. and providing **feedback** to the management
- Preparing and presenting **forecasts** by deploying an in-depth understanding of **business trends** and **marketing principles**
- Supervising quality, quantity, stock levels, **delivery timelines, transportation costs** and **efficiency** of all the merchandises

Mega Prime E-service Pvt. Ltd. | Business Development Manager | May '15 - jun '16

Key Account Management & Relationship Building

- Deployed best practices for successfully **pitching new business opportunities** & managed a list of **new customers & vendors**
- Prioritized **selling** to net **prospective clients** & transferred on-boarded clients to Account Executives within hours of closure
- Collaborated with **internal resources** and external **network partners** to identify and **penetrate key strategic accounts**
- Identified and interfaced with **key decision makers** and **cultivated strategic relationships** for effectively bolstering **revenue**
- Computing and presenting accurate **revenue forecasts** while fostering **robust business relationships** with key stakeholders

Revenue Maximization & Business Growth Strategies

- Employed internal sales tools while implementing measures to ensure compliance with **management processes**
- Deployed **account planning** and **management tools** to drive **research revenue** for an assigned quota
- Determined **best business development practices** in close coordination with fellow associates and senior leadership
- Conducted **competitor analysis** w.r.t pricing, product & services for formulating **online business & marketing strategies**

Forbes & Company Ltd. | Manager – Air/Sea Exports (Import & Export) | Jan '14 - Apr '15

Total Shipping & Logistics Pvt. Ltd. | Assistant Manager – Air/Sea Exports (Import & Export) | Jan '12 - Jan '14

Express Kargo Forwarder Pvt. Ltd. | Assistant Manager – Air Exports | Jun '11 - Dec '11

Modern Cargo Services Pvt. Ltd. | Sr. Executive – Air Exports | Mar '06 - Dec '10

Logistics, Compliance & Performance Enhancement

- Administered logistics, warehousing, transportation & customer services as part of **optimizing end-to-end order cycle**
- **Monitored storage** and **distribution of goods**, and initiated **tracking** of delivery timing, transportation **costs & efficiency**
- Accomplished targets w.r.t cost, productivity, accuracy and time, and maintained **key metrics** to evaluate performance
- Collated and **analyzed data** to conceptualize and implement initiatives pertaining to **performance improvement**
- Executed measures to ensure **compliance** with laws, **regulations** and **ISO requirements** while updating all records for ISO

- Designed & executed **strategies** to boost **service quality**, **customer satisfaction** & **long-term retention** of customer's business

Stakeholder Management & Issue Resolution

- Liaised and **negotiated** with **suppliers**, manufacturers, retailers & **consumers** for enhancing levels of customer satisfaction
- Independently coordinated with the **airlines** for resolving all **shipment-related queries** while negotiating rates, booking, etc.
- Oversaw cataloging of goods, planning of routes & process shipments while directing **resolution** of **issues/complaints**
- Coordinated with the **overseas agents** for addressing **console shipment** like sending **pre-alerts** to the counterpart agents
- Effectively conducted **follow-ups** with the **shipper** and **airlines** for issues pertaining to shipment, amendment, claims, etc.

Shrijee India Exports Pvt. Ltd. | Senior Executive – Exports Department | Jan '02 - Mar '06

Export Management & Client Servicing

- Deployed expertise in **LC shipment**, **DP shipment**, **TT shipment**, etc.
- Liaised with **overseas buyers** and **local vendors** for streamlining processes & ensuring accomplishment of targets
- Coordinated all **communication** with the sales groups and **national/international customers**
- Directed **shipments**, prepared and confirmed **order approvals**, processed **pricing** information and finalized **invoices**
- Negotiated **freight rate** for **import & export** from **Cha & Forwarder**
- Formulated strategic plans for upcoming quarters for **sales** and **production**, and directed team efforts for **documentation**
- **Counseled clients** on matters like **tariffs**, **insurance** & **quotas**, and secured **samples** of new products for **export clients**

Documentation, Reporting & Compliance

- Documented shipments from **sale agreements** to **commercial invoice** (Air/Sea) to ensure its **compliance with customs** rules
- Conducted **sampling** for **current shipments** and carried out banking work pertaining to import and export
- Steered **submission** of **documents** to regulatory authorities/stakeholders like **DGFT**, customs, banks, **global consultants**, etc.
- Administered **documents** and **reports** pertaining to **customer clearance**, monthly overseas, **daily shipper-wise reports**, etc

R. B. Shah & Co. (C.A) | Senior Auditor | Jan '99 - Dec '01

P. K. Vyas & Co. (C.A) | Assistant Auditor | Apr '98 - Sep '98

Compliance & Accounting Management

- Appointed in-charge of overseeing **general office duties** & **resolved issues** in due course within the stipulated time-frame
- Ensured **compliance** with **audit norms** by verifying books of accounts, **reconciling** payments, updating **documentation**, etc.
- Maintained **income tax records** of the **clients** and drafted **letters** to **Income Tax Department** for addressing multiple issues
- Implemented measures to ensure rigid **adherence** to **confidentiality clauses** and contractual stipulations
- Prepared books of accounts & utilized a comprehensive understanding of workings of Income Tax bodies and **ROC**

Auditing & Reporting

- Directed **end-to-end auditing** initiatives & ensured conclusion of the same within **constraints** of **cost** and **time**
- Drafted **audit reports** as part of **identifying shortcomings** and implementing **recommendations**
- Scrutinized **financial systems** & steered collection of quality evidence that interfaced with the audit results
- Evaluated the results of previous audits, **self-assessments** & **certifications** to brainstorm effective **remedial measures**
- Prepared detailed **financial reports** to communicate audit findings & financial data to the client's Head Office

EDUCATION

- **MBA - Business Marketing | SMU | '09 - '11**
- **B. Com - Export Marketing & Computer Language | Mumbai University | '99 - 02**
- **Advance Diploma - Computer Commercial Applications | Computer Station INC | Jun '99**

CERTIFICATIONS

- **Certificate of Computer Operator | Indian Technical Education Society | Mumbai '99**

LANGUAGES

• English • Hindi • Marathi • Gujarati • Marwari
