ANUP CHHABRA

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Seeking an **Entry/Middle level profile** in…

**Retail / SCM / Customer Relationship / LOGISTICS / PROJECTS / OPERATIONS**

**Target Sector: Apparels / FMCG / Education / Oil & Gas / Petroleum / Telecom / Healthcare / IT**

* An ambitious and self motivated **MBA in Operations** with **15 yrs experience** & having **10 years** of valuable contributions in planning, organizing, business development, customer service & controlling the flow of materials from manufacturers / suppliers to customers / end users and a strong record of complete adherence to delivery commitments, quality standards and streamlining systems to reduce the overall cost of operations.
* Possesses sound operating knowledge in SAP - SD / APO / MM modules (4 years end user experience); determined abilities in adapting to changed situations / environments and delivers best performance when faced with demanding targets and stiff competition.
* An enterprising team leader with convincing communication, negotiation and interpersonal skills in dealing with customers, logistic service providers, regulatory agencies and colleagues at all levels.

CORE STRENGTHS

* Logistics Operations(Inbound/Outbound)
* Distribution and Dispatch
* Inventory Management
* Sourcing / Component Development
* Procurement
* Vendor Management
* Customer Relationship Management(CRM)
* Cross Functional Coordination
* Warehousing / Layout Planning
* Transport Management
* Customer Service
* Business Development

WORK EXPERIENCE

**Innovision Ltd., Gurgaon, Haryana (Jan., 2019-Till date)**

**Working as Logistics Trainer and giving training on Inventory management to students who are undergraduate or graduate under the project PMKVY and company is running PMKK centre over there. Interaction with students for personality development, soft skills, is also under my responsibility.**

**Entrepreneurship venture (2009-Dec., 2018)**  
  
Did business in sole proprietorship on small scale, shifted the business to home. Did business in stationery, gift items, sports, toys and cosmetics from home. Created ideas for snacks and bakery business, was appreciated by the concerned company named Mcains from whom I was taking the services. Since customers were not of high purchasing power capability that’s why had to shift the business and now looking for challenging profile in job market to grow further.

* Made a attractive and well established business by the name Luncheon and Sorbet and after certain amount of growth cultivated it into Flexshop Retail store by adding items of cosmetics, gifts and sports.
* Corporate clients were added by my efforts but large chunk of customers were slum dwellers from nearby area so the items were sold with some limitations and growth was stable and limited.
* However till the time I did the business was able to attract certain amount of customers who became loyal with my business and shown immense faith and loyalty on regular basis which became hallmark for my business.
* Sales were done nicely for bakery products and other items however I wanted to make it exceed further so that’s why planned to shift the business and implement my well honed skills in the job ahead.
* Shifted the business to home as was looking for more aggressive growth and stable income which I can generate from stable job ahead by taking the well placed opportunity with my well groomed skills in the market.
* BUSINESS DEVELOPMENT
* Inbound/ outbound sales calls, networking, qualifying consultations, follow up on communications, build strategic alliances, gain referrals/ recommendations from past clients, update CRM system, foster social media relationships
* MARKETING
* Create marketing plans, place and design advertising campaigns, manage social media accounts, write blogs, website creation and management, brand development and promotion (logos, company colors/ themes), special events, email newsletters, creation of marketing materials (flyers, presentations), reputation marketing, speaking engagements
* CUSTOMER SERVICE
* Follow-up after services, customer surveys, oversee contractors’ work, call customers, and handle escalating customer issues

**Max Life Insurance (September, 2015 – December, 2016)**

**Part time work – Agent & Advisor – MAX559289 (Agency code)**

**Liable to issue life insurance policies of new prospects and help them get best life cover for their lives.**

**Responsible for team development and also I look after recruitment of agents down under.**

**Convergys India Services Pvt. Ltd., Gurgaon (30th Dec., 2015-15th Sept., 2016)**

**Worked as Customer Service Associate and was linked with AT&T – HS chat profile. Was liable to resolve US customer’s queries and also performed best customer service by generating maximum customer satisfaction reports. Up-selling U-Verse TV plans, internet plans and voice plans were also part of the job.**

**ITC LTD. (FOODS DIVISION), HASSANGARH, HARYANA***Logistics Executive (Jun 2007 to Jan 2008)*

*One of India's foremost private sector companies, with a market capitalisation of nearly USD 19 billion and a turnover of over USD 5.1 billion in Mar 2008. ITC has a diversified presence in Cigarettes, Hotels, Paperboards & Specialty Papers, Packaging, Agri-business, Branded Apparel, Packaged Foods, Snack Foods, Staples & Confectionery, Greeting Cards & other FMCG products.*

Reported to the Category Head, led a team of 10 assistants and was located at the mother hub of ITC in charge of complete warehouse operations for finished food related products like biscuits, chips, staples and confectionery.

**Key Responsibilities**

* Ensure the safety of finished products to avoid loss / damage, hygiene of storage facilities in accordance with standards for food articles and that all statutory regulations are complied with.
* Responsible for all inbound and outbound logistics operations by supervising GRN activities & shipments of all food related products.
* Supervise the team provided by 3PL providers and coordinate with ITC colleagues for invoicing & GRN preparation in SAP SD module.
* Liaise with the Sales Dept. for Sales Tax / VAT forms.
* Ensure batch control by strictly implementing FIFO for all shipments.
* Plan / streamline warehouse layout to:
* Optimise space utilization of voluminous products like chips and mass products like biscuits & confectionery.
* Facilitate ease of handling, stacking, identification and cleaning operations.
* Provide transporters with advance notice for planned shipments.
* Plan operations utilising SAP APO module and generate required reports by conversion to MS Excel.

**ERICSSON INDIA PVT. LTD., GURGAON, HARYANA  
One of the leading telecom service providers, basically into development of telecom satellite networks.**

*Logistics Co-ordinator (Sep 2006 to Jan 2007)*

* Reported to the Manager - Supply & Sourcing of the *leading telecom company*; worked on contract basis with responsibility for raising purchase orders on suppliers of products / parts, generating reports for open POs in SAP MM module.
* Forwarded reports (as per SOX compliance) to each specific user for them to take requisite action; liaised with suppliers for shipments and issued waybills to vendors for shipments made directly to clients.
* Sourced strategic telecom products & parts; visited vendor's site to inspect material prior to dispatch to ensure compliance with order terms and conditions.

**BOC INDIA LTD., FARIDABAD, HARYANA**

**Oil & GAS**

**Logistics-Supply Chain**

*Distribution Officer (Apr 2004 to Mar 2006)*

* Located in the Logistics Department, responsible for planning and implementing the dispatches *of industrial, medical & special gases* to clients utilising SAP R/3 SD module.
* Monitored cylinders turn around / payments received from customers
* Accountable for accelerating the supplies of Liquid Argon & Medical Oxygen.
* Functioned as a window between clients and the company for their requirements of different kind of gases.
* Monitored Costing and profit making aspects in view with optimum utilization of vehicles.

**Achievements**

* Recorded the highest ever dispatches of Argon Gas (>70000 m3) during Oct 2005 to Jan 2006.
* Generated high levels of customer satisfaction through timely deliveries and surpassed budgeted targets which contributed significantly to the department receiving an award from the Kolkata Head Office.

QUALIFICATIONS / TRAININGS

* **MBA (Operations)** from ICFAI University, Dehradun in April, 2009 with 58.28%
* **Advanced Diploma in Management** from ICFAI, Dehradun in 2008 with 59.25%
* **PGD in Business Management** from ICFAI University, Dehradun in 2007 with 63.5%
* **B.Com (Hons.)** from Deshbandhu College, Delhi University in 2004 with 45.45%
* **GNIIT** (Software Architecture) from NIIT, Faridabad in 2004 (*2 years training plus 1 year Internship*) with 68%
* **12th** from Ryan International School, V.K. Delhi, CBSE Board in 2000 with 65.2%

PERSONAL DETAILS

***Date of Birth****: 24 November 1981 ~* ***Languages Known****: English, Hindi and Punjabi*

**Location Preference: Anywhere in India / willing to relocate to USA, Canada, Europe, Dubai, UK, Germany**