## VAIBHAV SINGH

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**SUMMARY**

In my 7.5 years of professional career, I have worked in different streams of Supply Chain and gain experience and learning as team player and team leader. Also, I have worked as full time ERP like Oracle/SAP for Indian market and support role for regional markets.

**PROFILE SUMMARY**

A dynamic professional with**7.5 years**of experience in managing orders, monitoring execution, and treating customers’ requests to meet service commitment and improve customer satisfaction

* ***Supply Chain Management***
* ***Demand & Sales Forecasting***
* ***Order Management***
* ***Customer Service Management***
* ***Supplier Management***
* ***Inventory Management***
* ***Credit note/Billing Reconciliation***
* ***Stock Audit/Reconciliation***
* ***Integrated Reconciliation of Order***
* **Master data management**
* ***Order Management (OTC)***

**WORK EXPERIENCE**

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| **Duration** | **Company Name** | **Designation** |
| **8 May 2015 to till date** | **Michelin India Tyre Pvt. ltd** | **Customer Support Representative** |
| **Responsibilities & Activities** | **Manage Order & delivery**   * Captures, records, and commits customer orders according to customer needs, agreement, and defined service level. * Proposes product alternatives in case of phase-out or shortage, If relevant, optimizes, plans and coordinates the delivery with customers and partners   **Monitor Execution**   * Handles customer orders portfolio and monitors execution * Liaise with the relevant partners to ensure on-time deliveries and service commitment * Proactively alerts customer in case of any event, delay or failure regarding the service commitment and engages in the search for a solution to the customer   **Manage Request**   * Captures customer’s requests & claims * Analyses and provides issue resolution or appropriate answer * Contacts, follows up and closes the loop with customer * Performs basic root cause analysis and implements corrective actions to eliminate reoccurrences. * Shares recurring problems with the relevant internal partner(s) to find solutions.   **Support sales**   * Seizes opportunity to up-sell and cross-sell in response to Customer orders, requests, and portfolio management * Apply and improve work methods * Applies standards and procedures (including internal control rules & embargo).   **Customer Support**   * Contributes to continuous improvement to enhance work methods and customer satisfaction. * Informs and follows up with customers * Planning for stock transfer on daily basis. * Stock transfer creation. * Delivery note & Trip creation. * Dealer documentation. * Updating in ERP Sales Return & Cancellation of pending orders. * Create daily MIS Report | |

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| **Projects delivered to enhance customer experience** |
| * Digitalization of Order Creation/Cancellation/Modification |
| * Complaint Management of dealers * Currently working on CHATBOT project to enhance the customer service |

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| **Duration** | **Company Name** | **Designation** |
| **Jan2013-Oct2014** | **Siesta Logistics Corporation Limited** | **SAP System Head** |
| **Responsibilities &**  **Activities** | * In coming stock reconciliation while unloading * Inventory Report by SKU/Location/Short or Excess/Batch and SKU Movement Status Report * GRN updating. * Stock reconciliation between system v/s physical * Order creation of Franchises, Wholesale and Home Delivery * Ensuring coordination of my activities with other people in SC & Logs * Improving the performance of group (Cost & Quality) Manage 3PL Logistics operations and ensure compliance with SOP * Responsible for planning of the warehouse and transport resource * SKU aging analysis, Order Fill rate, Dispatch report, MIS report * Warehouse space utilization report * Fuel consumptions and vehicle mileage tracking report. Vehicle Health Checkup. Driving License Checkup. * Managing Market vehicle in absence of dedicated vehicle at minimum cost & TAT (Turn Around Time) * At the end of months PI posting in SAP & send to parent Company | |
| **Mar2011-Nov. 2012** | **PepsiCo India holdings Pvt. Ltd** | **Inbound Executive** |
| **Responsibilities & Activities** | * **Stock Reconciliation**, Stock Accuracy, Stock placement & Stock auditing with Inventory Control Management with the support of SAP. * **Logistic** Support to minimize **vehicle detention and optimum utilization** of resources to support the Distribution. * Tracking of **in transit** product movement and delivery along with product safety & quality management. * Vehicle Vendor Management, Driver and Loading Manpower Management along with **INWARDING & OUTWARDING (FIFO)**. | |

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| **Training Attended** | * SAP training * Oracle (ERP) * LIC teller made software * Training for Human Safety * Product Safety * CAPEX safety * Training Manpower Handling * Quality verification training * QTB Training |

**EDUCATIONAL QUALIFICATION**

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| **Degree** | **Specialization** | **Year of Passing** | **College Name** |
| MA | Human Resources | 2014 | Awadh University, UP |
| BA | Human Resources | 2012 | Awadh University, UP |
| 12th | Arts | 2009 | UP BOARD |
| 10th | General | 2006 | ICST BOARD |

**PERSONAL DETAILS**

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| **Personal Attributes** | * Good communication and presentation skills * Excellent interpersonal and organizational skills. * Excellent contributor and committed to provide enhanced value to customers and to the organization. |
| **Language Known** | * English, Hindi |
| **Date of Birth** | 15.-07-1988 |
| **Current Address** | *Flat No.1102 Parshnath Green Ville ,Dist: Gurgaon, Haryana. India* |

**DECLARATION:**

I hereby declare that all the information and facts given above are true to best of my knowledge and belief.

**Date : Vaibhav Singh**

Place: **SIGNATURE**