##  VAIBHAV SINGH

##  Mobile : 9899483550

##  Courriel id : *singhvaibh191@gmail.com*

**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
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| * 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
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| **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
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**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.
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| **Language Known** | * English, Hindi
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| **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**