

## **Amit Chopra**

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### **Summary**

I am a management graduate with specialization in logistics & supply chain possessing strong analytical and troubleshooting skills in an ERP. A senior IT professional with demonstrated ability to understand business requirements of clients and map it in the ERP amicably. My domain experience in warehouse & inventory management is an added advantage while attending customer queries in these modules.

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### **Academic Qualifications**

- Certified Professional in Logistics & SCM (PLS) from American Society of Transportation & Logistics (2013)
- Certified course in supply chain management from IIT-Delhi (2010).
- Master's in International Business from Gitam Institute of Foreign Trade, Visakhapatnam (2003—2005).
- B.Sc. (Physics, Chemistry & Maths) from H.N.B. Garhwal University, Dehradun in 1999.

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### **IT Skills**

- ERP LN 10.4 to 10.7 release.
- ERP LN India localization release.
- ERP LN Cloud Edition
- MS Office

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### **Career Highlights**

#### **Infor Global Solutions, Hyderabad**

25<sup>th</sup> February 2008 till date

Current Designation: Principal Product Support Analyst.

Modules: Sales and Distribution, Warehousing, Service, Procurement, Inventory Management & India Localization.

#### **Key Performance Areas:**

- To provide support to global and Indian clients of Infor for the product ERP LN.
- Attend issues related to common data set up, Order Management (both purchase & sales), warehouse management, service management and India localization.
- Analyse, troubleshoot, replicate, and test the product problems reported by users.
- Won Xtreme Achievement Award in November 2020 for customer satisfaction and an average incident resolution time of 5 days.
- Consistently maintained an average monthly score of 4.5 on a scale of 0 to 5 in customer feedback survey results.
- Took an initiative named "Pass on the baton". Continuous monitoring has resulted in a considerable reduction in team's average incidents resolution time by 20 hours per week.
- Hosted support briefings on quite demanding topics such as sales order blocking, promotions and premium, price matrices and discount matrices, consignment purchase with terms & conditions.

#### **Project: John Deere, Israel (onsite)**

- Attended business requirements of users in service module and mapped it in a limited time span of two weeks.
- Won customer's appreciations for conducting comprehensive training sessions for key users.

**Project: HICOM Automotive Manufacturers, Malaysia (Onsite)**

- Led a team of six consultants to efficiently handle key issues of client in areas such as warehouse receipt errors, generation of handling units, material outbound errors, inventory management etc.
- Took training sessions for about fifteen key users on the approach to handle inventory related errors.
- Won customer accolades and Xtreme award for yielding stellar results for all stakeholders.

**Project: Siemens Medical Instruments Pvt. Ltd, Singapore (remote support)**

- Mapped and met client's requirements for consignment functionality in single logistics and multi finance environment in fierce competitive pitches.

**Avnet India Pvt Ltd, Bangalore.**

4th June 2007 to 21st February 2008.

Designation: Warehouse Supervisor

**Key Performance Areas:**

- Handle stock transfers, imports consignments and cycle counting of physical stocks in warehouse.
- Coordinate with 3PL for material despatch requirements in a timely manner.

**Sequel Logistics India Pvt Ltd, Dehra Dun**

1<sup>st</sup> February 2006 to 28<sup>th</sup> February 2007.

Designation: Project Coordinator.

**Key Performance Areas:**

- Led a team of about 40 store persons to meet in house logistics demands of client Titan Watches.
- To analyse the despatch plan closely and to ensure that priority orders are executed in a stipulated time frame.
- Efficiently managed a finished goods warehouse of about 30,000 sq. ft. with multiple SKUs.

**Rohini Clothing, Bangalore**

2<sup>nd</sup> March 2005 to 25<sup>th</sup> January. 2006.

Designation: Operations Executive

**Key Responsibility Areas:**

- To ensure that the work orders received from production team are well executed by timely issue of material.
- Coordination with the vendors for the purchase of fabric and trims and to manage inbound logistics.

**Personal Details**

**Address:** Flat No: 402  
Block B  
Indis One City,  
Kukatpally  
Hyderabad- 500072

**Date of Birth:** 21st Apr 1979