

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.

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.

IT Skills

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

Career Highlights

Infor Global Solutions, Hyderabad

25th 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

1st February 2006 to 28th 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

2nd March 2005 to 25th 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

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Indis One City,
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Date of Birth: 21st Apr 1979