

# HITANSH SAHNI

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I am seeking to develop my career with an organization which would enable me to employ my knowledge, working with a team and where my experience will add value towards organization and personal growth and give a continuous pace to my learning.

Seeking middle level assignments in Supply Chain Management / Purchase /order management with a reputed organization.

## EXPERIENCE

OCTOBER 2021 – TILL (OCTOBER 2021 TO MAY 2023 - CONTRACT)

**TEAM LEAD, ACCENTURE SOLUTIONS PVT LTD.**

### Operational responsibilities

- Process review, process improvement, process design, client collaboration and problem solving.
- Work allocation and completion, KPI monitoring.
- Process UAT, KT, training, Team hurdle, team development.
- Publish process reporting, Dashboards and Standard Work Instructions/SOPs.
- Business review meeting, Business insight and data analysis support for Management and higher Leadership calls.

### Project Experience

**Philips Healthcare** : PHILIPS is a Dutch technology company headquartered in Amsterdam with primary divisions focused in the areas of electronics, healthcare and lighting. Its healthcare products (including CT scanners, ECG equipment, mammography equipment, monitoring equipment, MRI scanners, radiography equipment, resuscitation equipment, ultrasound equipment and X-ray equipment).

**Experience:**

Handling end to end supply chain of spare parts for Philips Medical System with varied services including -

- **Inventory Management and logistics:** Goods movement postings (Goods Receipt, Goods Issue, Goods Transfer) Goods availability check. Solution to SAP idocs and virtual return, Management of goods returned from customers to return warehouses. Raising Bincheck, issuetrak and transportation claims on the behalf of Philips SPS, Commercial Operation,
- **Order management:** Creation of Purchase and stock transfer orders. Follow up delivery dates and reconcile outstanding P/O with **global logistic partners (UPS/DHL)**.
- Analyze and communicate supplier performance through metrics data and reports.
- **Warehouse management:** Returns exception handling, recorded for both incoming and outgoing goods eg. Inventory control, logistic arrangements, and documentations
- **Process customer claims on Defect on Arrival (DOA)** parts within agreed lead time.
- **Analyze and identify root causes** of service failures, other KPI's and implement corrective and preventative actions to drive continual improvement.
- **Conduct weekly and monthly team meeting** to update any news/changes which might have an impact on business function, review KPIs and Service Performance to improve service level.
- Preparing and analyzing inventory reports for the management.
- Involve in business developments meeting to identify potential growth opportunities.
- Analyzing and leading continues improvement programs to support supply chain processes and identifying the opportunity for improvement.

OCTOBER 2016 – DECEMBER 2018

## SENIOR PROCESS EXECUTICE, CONGNIZANT TECHNOLOGY SOLUTIONS

- Passing or banning the Ads URL, images and videos based on the policy actions guidelines.
- Implementing advanced strategies for gathering, reviewing and analyzing data.
- Creating the Ads content based on the raw data provided on the client's websites.
- Creating publishing daily team reports to estimate hourly team performance.
- Doing random audits for the team members in order to maintain the quality work.
- Providing feedback to the team members in presence of the team leader.
- Providing the ideas and suggestions to improve the overall quality.
- Calibrating the team members with the daily policies updates.
- Preventing any bad or irrelevant link to go live on Google through banning the link.
- Implement advanced strategies for gathering, reviewing and analyzing data.
- Prioritize requirements and create content as per the client's website and raw data.
- Handled internal trainings of new employees.

## EDUCATION

SEPTEMBER 2016

**BCOM (HONS.), SCHOOL OF OPEN LEARNING, D.U**

MARCH 2012

**12<sup>TH</sup> STANDARD, PATRACHAAR OPEN SCHOOL, CBSE**

MARCH 2010

**10<sup>TH</sup> STANDARD, OXFORD SENIOR SECONDARY SCHOOL, CBSE**

## SKILLS

- MS Word
- MS Excel
- Sales Force
- MS Power Point
- SAP

## PERSONAL DETAILS

**Permanent Address:** D-40 Krishna Park, Street No.4, Tilak Nagar New Delhi-110018

**Date of Birth:** 09<sup>th</sup> September 1994

**Languages Known:** English and Hindi

**Nationality:** Indian

**Marital Status:** Unmarried