

# Chetan Jagtap

## MBA Supply Chain Management

Result oriented, 5.5+ years of experience in supply chain and Training from transport and Process Management industries. Equipped with record of success in procurement, vendor management and business process operations.

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Pune, India 📍

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## WORK EXPERIENCE

### Supply Executive

#### Super Highway Labs Pvt Ltd 'Shuttl'

10/2018 - Present

Pune

An app based Bus Service across India, one lakh rides per day, and presence in 6 metropolitan cities including Pune.

#### Tasks

- Meet the target of supply cost cut by 30% and reduced vehicle attrition rate to 1%. Reduced cost per seat by 35%.
- Achieved buses addition target from 20 to 370 in Pune city. Also increased operators from 2 to 125.
- Increased seats from 300 to 28000 within short period of time of 6 months. Decreased vendor and consumer complaints by 90% from 1000 to 100 per month.
- Main tasks include vendor development, price negotiations, Documentation, payments, Compliance, Onboarding buses on Pipefy software, assistance to operations for non ops and training and audit team.
- Resolution in billings, documents, replacements and new additions as suggested by growth team.
- Active part is lead generation and vendor development includes procure buses with minimum price, smooth onboarding from documents to training.
- Active part in strategic meetings and planning as well as report evaluation.
- As Shuttl is an app based bus service, we face many challenges such as technical issues in app, in case of bus cancellation need to arrange new bus to avoid bad CX. Replacements in case of drop out of buses. Driver availability and training and behavior.
- Coordination with operators, clients and ops team for smooth flow of transport cycle from onboard to live on road.

Contact: Arvind Karad - 9028201951

### Senior associate

#### MBS business solutions Pvt Ltd

11/2015 - 09/2018

Pune

An order management firm in Magarpatta, Pune with 50+ US clients.

#### Achievements/Tasks

- Achieved sales and fulfillment quality target with 99%.
- Maintained accuracy of work up to 99.8%
- Experience in order management in level 1 support and solving the issues for internal customers of clients for products and fulfillment of legal documents.
- Experience electronic order processing submitted by international customers across the world.
- Reduced escalations and errors by 15%.
- Achieved the Cycle time of orders of 24 Hours.

Contact: Achyut Umarji - 8390967181

## VOLUNTEER EXPERIENCE

### Intern

#### Infosys

06/2014 - 08/2014

Pune

Summer internship project with Infosys in Order Management for 2 months.

##### Tasks/Achievements

- Met service line agreement SLAs like cycle time for 98%
- First touch cycle time by 99.97%
- Quality increased by 3%

Contact: Sachin Arane - 9970242223

### Sr. Excutive (Trainer)

#### Infosys BPM LTD

05/2011 - 02/2015

Pune

Business Process Management

##### Tasks/Achievements

- Worked at CISCO project in Order management for half of the period and for the rest Worked in the training team as a process trainer.
- Result oriented tenure includes, process improvements, Time management, and efficiency.
- Tasks were order management, Process training (sales and fulfillment), operations.

Contact: Sachin Arane - 9970242223.

## SKILLS

Training

Negotiation

Decision making

Hard Working

Public Speaking

Procurement

Work under pressure

Marketing Skills

Strategy and Analytics

Sales

Time Management

Team Player

## EDUCATION

### MBA in Supply Chain Management

#### Indira Global Business School, Pune university

06/2013 - 08/2015

Pune

##### Courses

- MBA (SCM)

### B.Sc

#### Rajarshi Shahu college Latur, SRTM university Nanded

06/2006 - 06/2009

Latur

##### Courses

- Bachlor of Scinece

## PERSONAL PROJECTS

### Order management (06/2014 - 08/2014)

- Met SLAs line CT and FTCT (Cycle time and First touch cycle time), Quality Improvement. Learned the various software like ERP Oracle 11i, CRM, Firmware, Order management Skills, and Email Etiquettes, Soft skills, other technical skills.

## HONOR AWARDS

2nd prize in Dhruv inter college competition  
(06/2015)

Pune University

Participated in Brayan Adams live in concert as  
event management executive (05/2011)

Magarpatta Pune

## HONOR AWARDS

Secured Distinction rank in Bachelor of Science  
(07/2009)

*SRTM University Nanded Maharashtra.*

Project Commune care (British Council)  
certificates in English language. (06/2013)

*British Council*

## LANGUAGES

English

*Full Professional Proficiency*

Hindi

*Full Professional Proficiency*

Marathi

*Full Professional Proficiency*

## TECHNICAL SKILLS

**Technical**

CRM, Pipefy, Oracle 11i, MS  
Office, Firmware, Sales force etc

**Certification**

MSCIT and Supply chain

## SUPPORTED INFORMATION

DOB: 25th Aug, 1987.

Marrital Status: married

Reference: Available on request

## INTERESTS

Singing

Listen to Music

Farming

Trekking

Cosmology

Visit new Places