



# Lavanshu Nirbhay

Central Delhi, Delhi, India



nirbhaylavanshu@gmail.com



+91-8447773307



[linkedin.com/in/lavanshu-nirbhay-50288231](https://www.linkedin.com/in/lavanshu-nirbhay-50288231)

## Summary

Overall, 7 years of the total experience that included 5+ years of experience in Supply Chain Management and IT Solutions, handled the team of 186 members in a total of 4 departments (inbound, outbound, inventory and return) of a warehouse. Involved in various client-facing trips (Approx.15) to other states for the purpose of account implementation, system (WMS) implementation & training to client and warehouse team, operation streamlining, inventory reconciliation, and audit with clients. With all of these, I worked for operation and system support between the operation and system team. Before that, handled the team of sales and customer support and worked as a visiting faculty in a recognized college.

## Experience



### **Consultant: - Supply Chain Management and IT Solutions**

Precision Pyramid Private Limited - May 2019 - Jul 2020 (1 year 3 months)

#### **Key Roles & Responsibilities: -**

- Key Account Management
- Solution Designing.
- Preparing Business Requirement and Functional Requirement Document.
- Functional Tester.
- Implementation & Training of Warehouse Management System.
- Solutions Deliverable Management.
- Implementation & Training of Business Process.
- Training to warehouse team and client team.
- Dealing between Client, Operation, and System (Technical) Team.
- Client Relationship Management
- Exposed to self-correspondence on client queries.
- Single Point of contact for all the queries related to customer services and operations process to service the clients.
- Pre-Sales and Post-Sales Support, handling, and resolving their queries in each frame.
- Provide quality services to existing customers.

## **ASSOCIATE CONSULTANT: - SUPPLY CHAIN MANAGEMENT AND IT SOLUTIONS**

Holisol Logistics - Oct 2015 - Apr 2019 (3 years 7 months)

### **Key Roles & Responsibilities: -**

- Testing of integration of system solution provided.
- Functional Testing, Implementation & Training of system solution provided.
- Training of System to warehouse team and client team.
- Handling client and user's queries
- Account Management
- Delivery Management
- Attend the escalated calls from clients
- Client Facing (responsible for resolving client queries and relationship management)
- Single Point of contact for all the queries related to customer services and operations process to service the clients.
- Pre-Sales and Post-Sales Support, handling and resolving their queries in each frame, monitoring the deliverable
- To provide quality services to existing customers.
- MIS Preparation.
- Operation Implementation.
- Business Process implementation.
- Operation and System Support.
- Dealing with System (Technical) Team.
- Preparing Business Requirement and Functional Requirement Document.



## **ASSISTANT RECEIVING HEAD**

V2 retail - Mar 2015 - Aug 2015 (6 months)

### **Key Roles & Responsibilities: -**

- Assistant receiving department head in v2 retail's Farrukhnagar warehouse.
- KRA's were to review the reports and making final report & implementation of that final report.
- Review the manpower productivity and make the complete utilization of manpower.
- Daily training to team leader for making proper reports and for doing more work for daily basis incentives.



## **Financial Service Consultant**

ICICI Prudential Life Insurance Company Limited - Aug 2014 - Dec 2014 (5 months)

### **Key Roles & Responsibilities: -**

- Lead Execution in the domain of Insurance.
- Preparing meeting's reports.
- Lead Generation and Planning.



## **Visiting Faculty Member**

SANDEEPAN INSTITUTE OF HIGHER EDUCATION - Apr 2013 - Mar 2014 (1 year)

### **Key Roles & Responsibilities: -**

- Teaching and preparing note available to students.
- Preparing question paper & checking the answer sheets.

## Education



### **Karnataka State Open University**

Master of Business Administration (M.B.A.), Finance, General - 2013 - 2015



### **Delhi University**

Bachelor of Commerce - BCom, Business/Commerce, General - 2011 – 2014



### **The Institute of Chartered Accountants of India**

ICICI, Accounting, taxation, law, cost accounting financial management - 2010 - 2014



### **Kendriya Vidyalaya**

12th, Business/Commerce, General - 1998 - 2009

GET PASSED MY 10TH AND 12TH

## Licenses & Certifications



**DIPLOMA IN EXPORT & IMPORT MANAGEMENT** - INDIAN INSTITUTE OF FOREIGN TRADE AND REALTY



**Associate Accountant Professional Diploma** - Grewal Academy of Accounting Professionals



**DIPLOMA IN INFORMATION TECHNOLOGY** - Grewal Academy of Accounting Professionals



**L.O.T.P** – ThinkLink

## Skills

Warehouse Operations • Warehouse Management Systems • Teamwork • Microsoft PowerPoint • Microsoft Word • Microsoft Excel • Market Research • Team Management • Customer Service • Leadership

## Declarations

I affirm hereby that all the information made by me are true and best of my knowledge and can be verified independently.

Date: -

**Lavanshu Nirbhay**