|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
| **VINOD PANDEY***Quality driven professional targeting challenging assignments in:****Supply Chain Management, Logistics, Transportation & Fleet Management, Vendor Relationship Management, Cost Reduction Strategies******Industry Preference:****Automobile* |

**Profile Summary*** Solutions focused and result-oriented professional **offering nearly 21years of** successful career by commended performance and proven results in**Store, Account, Customer Service, Automobile Workshop, Logistics, Transportation, Order, Documentation / Reporting and Vendor Relationship Management**
* Effectively **managed overall Outbound &Inbound Logistics** andensured all items were collected from the goods clearance location, received at the warehouse, managed, stored and preserved properly
* Wealth of expertise in After-Sale Service Operations, Planning, Purchasing / Procurement, Scheduling, Spare Part Management, CRM Operations, SAP Operations, Sale of Spare Parts, Payment, Collection, Training & Development, Vendor Quality Assurance and so on
* Excels in monitoringdaily order & stock reports in **MS Excel & SAP**
* Track record of managing transportation & documentation of all defective / good **Inward & Outward Material** to Head Office & F1 Centre using **SAP & SME**
* **Implemented corrective actions** using appropriate tools & stacking methods to ensure efficient handling and storage of all goods and materials properly
* Highly effective in managing**senior-level management & key client escalations** for resolving critical issues, steering business continuity & customer satisfaction, process trainings and so on
* Knowledge of **dealer profitability improvement** through parts & accessories business (sourcing/procurement) & inventory management
* Effective communicator & negotiator with strong analytical, problem solving & organisational abilities

**Organizational Experience****Since May’08: AVI Auto (Hero Moto Corp. Ltd.), Soyepur****Growth Path:**May’08 –Mar’2011: Spare Parts Executive / Computer OperatorSince Mar’11: Workshop Manager**Key Result Areas:****Workshop Management*** **Leading a team of 20 Mechanics and 8 – 10 staff members**to facilitate the routine activities of an Automobile Workshop entailing servicing & repairing Two-Wheeler Vehicles
* Participating in Revenue Generation plans for the workshop
* Managing accidental claims of the vehicles at the workshop
* Providing RMA Number for defective material after checking warranty criteria to the F1 Centre via e-mail
* Resolving all escalation cases received from F1 Centre
* Creating daily Order Report and making material entries in SAP & SME
* facilitating inventory management work entailing verifying & updating inward &outward the stock through SAP & SME
* Managingend-to-end Spare Part activities including Receiving Orders, Order Processing, MSL, Planning, Procurement, Timely Execution of Orders, Controlling Inventory, removing Non-Moving Inventory, Costing & Profitability

**Logistics*** Managing Logistics with Customer Sales, Order Management, Accounting & Shipping Departments
* Ensuring systematic & timely processing of all the manufacturing clearances, Inspections & dispatch instructions in order to timely complete the task
* Controlling the Stocks and dealing with suppliers and LSP's (Logistics Service Providers) to avoid production losses
* Performing frequent reviews with various stakeholders like Service Team, Dealers and Transporters to achieve desired SLAs and targets
* Communicating freight transportation information to customers & suppliers using transportation management, electronic logistics marketplace, electronic freight information systems to improve efficiency, and quality of transportation service
* Assuring goods are delivered as promised that meet quality standards; stocking inventory of machines, spare parts, equipment and materials
* Communicating freight transportation information to customers & suppliers using transportation management, electronic logistics marketplace, electronic freight information systems to improve efficiency, and quality of transportation services

**Previous Experience****May’98 – Dec’06: Transport Corporation of India Ltd., Mumbai as Supervisor****Highlights:*** Provided quick and accurateinformation to the customers over the phone and mail
* Resolved all the escalation cases of key customers and head office
* Managed Booking, Delivery, Loading and Unloading of Heavy and Light Load Vehicles
* Maintained Cash Book, Daily Billing& Stock Report and other required documentation; shared the same with top management at the Head Office
* Monitored all inventory work; created GR of thematerialin SAP
 |

|  |  |
| --- | --- |
|  | **+91-9161985614** |
|  | **vp1698@gmail.com** |

**Skill Set*** **Supply Chain Management**
* **Inward & Outward Logistics**
* **Transportation Management**
* **After-sales Service Operations**
* **Workshop Management**
* **Order Management**
* **Delivery Centre Operations**
* **Warehouse Operations**
* **Budgeting & Cost Control**
* **Inventory Management**
* **Spare Part Management**
* **Relationship Management**
* **Techno-commercial Negotiation**
* **Customer Satisfaction**
* **Liaising & Coordination**
* **Team Management**

**Academic Details*** **Qualified CCC Exam** in December 2018
* **Pursuing Distance MBA in Supply Chain Management** from Jaipur National University, Jaipur
* **BA** from S.S University, Varanasi in 2010

**Technical Skills*** SAP, CMS & PPS
* MS Office (Excel, Word, PowerPoint)

**Trainings Attended*** Hero Honda Advantage Extended Warranty Program
* Online Warranty Program
* Hero Honda Life's Good at Good Life Program

**Personal Details*** **Date of Birth:** 1st July 1978
* **Languages Known:** English&Hindi
* **Address:** Sudhakar MahilaMahaVidyalay, Pandeypur, Varanasi (U.P.)
 |
|  |