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| |  | | --- | | **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 Operator  Since 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.) |
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