

# SHUBHAM BHALLA

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## SUMMARY

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I have 2+ years of experience in Operations, Logistics, Strategy, Corporate Sales, Product management and Inventory management. I was recently taking care of all kind of material procurement in industry, and was carrying a team of 14 members.

Prior to that I've also worked at an International BPO for tenure of 6 months in Indore location. There I was responsible for handling all sort of Customer queries telephonically.

## WORK EXPERIENCE

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**JAY BHARAT MARUTI LIMITED**

February'2018 — March'2020

**LOCATION- AHMADABAD, GUJARAT**

**OPERATIONS- EXECUTIVE ENGINEER**

Key Responsibilities include:

1. Planning and scheduling the everyday production as per plan from Suzuki motors Gujarat.
2. MRP based planning & scheduling through SAP PP.
3. To ensure availability of WIP, BOP, storage facilities on production line.
4. Manage all customer queries via proper medium channel.
5. New Product development.
6. Develops operational solutions by defining, studying, estimating and screening alternative solutions; calculating economics; determining impact on total system.
7. Maintain safe and healthy work environment by following and enforcing standards and procedures; complying with legal regulations.
8. Vendor Management and new vendor development for new products.

## Projects undertaken:

**Product: YSD-HB**

User: Suzuki Motor Gujarat

Description: **Swift** New Model. This was mother product of JBML-5 unit.

Launch: April'18

**Product: YRC-MC**

User: Suzuki Motor Gujarat

Description: JBM started manufacturing parts of **BALENO**. It is one of the successful four wheeler launched by Maruti Suzuki.

Launch: Nov'18

**Product: YRA-NB**

User: Suzuki Motor Gujarat

Description: Manufacturing of **Swift-NotchBack** model begun.

Launch: Jan'2020

**TELEPERFORMANCE****JULY'2017 – FEBRUARY'2018****LOCATION- INDORE, MADHYA PRADESH****OPERATIONS- CUSTOMER SERVICE REPRESENTATIVE****Key Responsibilities include:**

1. Telephonic support to International customers for the queries.
2. E-mail support to client and customers for better resolution.
3. Quick technical support to customers for in-app glitches.
4. Maintaining riders and drivers rating on regular basis.

**AREAS OF EXPERTISE**

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1. Manpower Handling.
2. Cost reduction activities (NVA).
3. Aggregate Planning.
4. Day to day planning.
5. Productivity improvement.
6. Inventory Management.
7. Customer Satisfaction.
8. Vendor Management.

**INTERNSHIP, TRAININGS & CERTIFICATIONS**

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1. CMM Training in H.A.L TAD Kanpur.
2. SOLIDWORKS
3. CATIA

4. C++
5. Digital Marketing
6. Basics Of Stock Market
7. Tally 9.0
8. MS-OFFICE Advance

## **EDUCATION**

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Masters of Business Administration LPU-Punjab Specialization- Operations CGPA-7.8	JULY 2018 — JULY2020
Bachelor of Technology KIT-KANPUR Specialization- Mechanical CGPA – 6.8/10	JULY 2013 — JULY 2017
Higher Secondary Certificate H.A.L VIDYALAYA Specialization - Physics/Chemistry/Mathematics/Computer Science Marks- 84%	March 2013
Senior Secondary Certificate H.A.L VIDYALAYA Marks- 78%	March 2011

## **DECLARATION**

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I hereby declare that all the above mentioned information is true to the best of my knowledge and belief, So could assure you, that I could do my best up to your satisfactory level.

THANKING YOU,  
  
(SHUBHAM BHALLA)

Date: 15'JULY 2020