**Gaurav Sharma**

***House No - 358, Gali No- 15 Ashok Vihar, Phase - 1, Gurgaon - 122001***

**E-Mail: Gauravjangra2333@gmail.com | Contact: +91-7532042333, 9205993536**

***Carrier Objective:***

Achieve goals of organization while utilizing my existing knowledge & wisdom and always enhance my knowledge with every experience I gain from my professional experience.

***Professional Synopsis***

✓ ***Over +6 Year*** *of experience in Sales Supply Chain for Modern Trades & ECOM Channels* ✓ ***Over 1.5 Years of experience*** *in MIS* ✓ *Currently designated as* ***Customer Service Executive – Modern Trade (Customer Service of Supply Chain)*** *with* ***Reckitt Benckiser Pvt Ltd****. Excellent relationship management skills, I have successfully managed Modern Trade & E-Com customers as well.*

***Professional Experience:***

▪ **Reckitt Benckiser, Gurgaon (Aug-15 - Present)**

▪ **Designation: Customer Service Executive (*Modern Trade*)**

▪ *Handling Locations: Pan India for direct supplies.*

▪ *Handling Customers:* ***Reliance Retail, Future Retail, Milk Basket, Wellness Forever.***

▪ *Department:* ***Supply Chain.***

▪ *Reporting to:* ***Customer Service Manager – (MT)***

*Current Annual CTC:* ***4.4 Lacs***

***The company is into the manufacturing sales & marketing of Dettol, Durex, Kohinoor Condoms, Veet, Strepsils, Lysol, Harpic, Colin, Airwick and many more products, for PAN India.***

▪ **Job Responsibilities:**

▪ Analyze Sales, Open Order, OTIF Report on Daily Basis for corrective action to improve the service level,

▪ *Co–ordinate with other implants & my customers to resolve the issues facing during servicing the orders and to highlight GAP articles of customer inventory.*

▪ *Giving feedback to customer against their stock out articles and supply status against all open orders.*

▪ *Process all the MT SD orders in SAP on daily basis & check the losses to improve the service level.*

▪ *Create picklist against the orders as per fixed appointment Qty.*

▪ *Taking appointment from customer against open orders.*

▪ *Coordinating with depot team for on time delivery as per appointment received from customer.*

▪ **ATC Precision Components Pvt. Ltd. (Jan-2012 – Aug 2015)**

▪ **Designation:** ***Account Asst. & Admin Officer.***

▪ *Handling Customers****: Minda Groups, Denso, Ashahi, Honda, Jindal.***

▪ *Department:* ***Supply Chain.***

▪ *Reporting to:* ***Production Manager***

▪ **Job**

**Responsibilities:**

* ***Sale Invoice Generate.***
* ***Some IT Problems Short out.***
* ***Networking Problems Short out.***
* ***Monthly Sale Invoice Reconcile.***
* ***Mobile & Telephones Problems Short out.***
* ***All Party Invoice & Accounts Reconcile.***
* ***Online Fill All Interstate Party Inward Form-38 & Maintain All Form Nos. in Excel Sheet.***
* ***Good Knowledge of Tally ERP 9 Software.***
* ***Maintaining records for the Invoicing Copy, Receiving Copy, CT-3 Data, ARE-3 Data.***
* ***Prepare Daily ARE-3 with Invoice & Maintain Data in Daily Dispatch Wise.***
* ***Reconcile ARE-3 DATA in Excel Format.***

▪ **Raj Plastic Pvt. Ltd. (Aug-2010 – Jan 2012)**

▪ **Designation: *Office Assistant.***

▪ *Handling Customers:* ***Minda Groups, Ti Cycle, Jindal.***

▪ *Department:* ***Supply Chain.***

▪ *Reporting to:* ***Production Manager***

▪ ***PULSE MAGNETICS & POWER ELECTRONICSNTS (P). LTD.* (Apr-2010 – Aug 2010)**

▪ **Designation:** ***Office Clerk (Auto Cad)***

▪ *Handling Customers:* ***Only Export all products.***

▪ *Department:* ***Production.***

▪ *Reporting to:* ***Production Manager***

▪ **ATC Precision Components Pvt. Ltd. (Jul-2008 – Apr 2010)**

▪ **Designation:** ***Store & Production Data Incharge.***

▪ *Handling Customers:* ***Minda Groups, Denso, Ashahi, Honda, Jindal.***

▪ *Department:* ***Supply Chain.***

▪ *Reporting to:* ***Production Manager***

***Academic Skills:***

• Higher Secondary from CBSE Board, 2006.(Vocational institute of I.T.I)

• 10th from CBSE Board, 2004

***Computer Skills:***

• **Software Knowledge**

o SAP, Google Apps, MS-Word / MS-Excel, MS- PowerPoint / Internet. E-mail, and on-line

messages exchange.

• **Key Skills** o SAP T-Codes for Supply Chain related.

o JD EDWARDS for Billing and create Picklist.

***Personal Profile:***

**Name : Gaurav Sharma**

**Father’s Name : Sh. Babu Ram Sharma**

**Date of Birth : 31st Oct 1987**

**Marital Status : Married**

**Nationality : Indian**

**Language Proficiency : Hindi, English**

**Special Interests : Computers & Books**

***Declaration*** I hereby declare that all the information and explanation given above is true and correct to the best of my knowledge and belief.

Date: 05.02.2022

Place: **Gurgaon** (**Gaurav Sharma**)