

Tanweer Jilani

Supply Chain Analyst

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📍 Al- Gharb, Sharjah

SUMMARY

Well-qualified (Supply Chain Analyst) in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled in coordinating documentation and handling payments.

SKILLS

Skills

Analytical skills | Data management | Microsoft Office | Supervision | Planning and Coordination | ERP and supply chain software | Overseeing deliveries | Shipment coordinating | Inventory restocking | Teambuilding | Supply chain distribution | Negotiating | Purchasing | Procurement | Project Management | Document oversight

WORK EXPERIENCE

**Senior Process Executive -
Data Management**

**Cognizant Technology Solutions
India Private Limited, Pune**

Jul 2021 - Oct 2021

- Management of international orders and communication with customer regarding PO status and shipment update. Provide excellent customer service to international customers.
- Management of customs documentation facilitating smooth shipment clearance and delivery.
- Maintenance of all Sales Orders and Purchase Orders transaction records in OracleR12.
- Monitor stock level at the factory to ensure no stock left-over for international customers.
- Manage ongoing orders & customer requests.
- Obtaining quote and provide logistic guidance to sales team for ad-hoc cross-trade shipments.
- Management of customs documentation ensuring quality and government regulation compliance.
- Provide freight costs and delivery timelines to potential and existing clients and accurately track order status and shipments.
- Scheduling and tracking of inbound and outbound shipments
- Work closely with suppliers, distributors and 3PL warehouses on a day to day basis to ensure order fulfilment and key SLAs are met around dispatch, transport, delivery, etc

Supply Chain Analyst

**Eaton technology Pvt Ltd,
Pune**

May 2017 - Jun 2021

- Monitor and collect data on current operations, including scheduling, sourcing, warehousing, production and delivery.
- Analyze data to determine areas for performance improvement.
- Supports customer service team to enhance customer satisfaction.
- Provides input and recommendations into current customer service processes and ways in which it can be improved in terms of efficiency and effectiveness. KPIs & Reports.
- Creates, tracks and analyzes KPIs across the group and consolidates reports on the supply chain function's performance.
- Coordinate with suppliers and vendors for product reviews.
- Coordinate with sales and procurement teams for analyzing product performance.
- Analyzed weekly sales and effectively balanced inventory across distribution centers for optimal order sourcing.
- Negotiated rates with local, national and international transport companies.
- Analyzed and managed inventory levels to maximize order fill rates and inventory turns.

Customer Service Representative

RBM Motors, Jamshedpur

Mar 2016 - Apr 2017

- Maintain the company's order processing manual (Order management)
- Generate Sales Order as per the customer requirement.
- Prepare and update various sales orders through appropriate various purchase order as per customer requirement.
- Manage Quote process for Pricing, AE and part setup.
- Enter RMA (Return Material Authorization) process.
- Process Credit & Re-bill request and follow up with credit team and pricing team.
- Reports (Shipping report / Open order report).
- Prepares for customer inquiries by studying products, services, and customer service processes.
- Generate invoices as per customer orders and make correction on existing invoice if required.
- Prepare reports for all orders on daily basis to track all the transaction.

Operations Associate

WNS Global Services, Pune

Jan 2015 - Feb 2016

- Analyze and review the 12 seconds videos and mark the appropriate behaviors of Drivers.
- Refer BD (Behaviors Definition) and mark traffic Rules violations.
- Monitor Drivers performance and evaluate required approvals.

EDUCATION

MBA: International Business	Trinity Institute of Management & Research	:	Apr 2014 - Apr 2016
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BBA: Marketing	Abeda Inamdar Senior College	:	Apr 2011 - Apr 2014
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SOFTWARES

Advance Excel | SAP MM | Oracle R12 | Power BI | MS Office Suite

CERTIFICATIONS

Diploma in Supply Chain Management and Logistics

Prince2 Agile Practitioner and foundation

PROJECTS

Customer Service and satisfaction (CSS)

Provided better services to the customers and enhanced delivering services as per customer requirements,

Error reduction (ER)

Provided error reduction process in Order management areas,
Reduced major errors while order entry.

ACHIEVEMENTS

- Received ESTAR and appreciation from Stakeholders for customer focus.
- Received ESTSR for Accountability, learning and customer focus.
- Got awarded with SMC Gem of the Month for significant contributions in Customer Service.