

**Sushil Kumar Narayan**

Back Office / Storekeeper / Warehouse Assistant

(B.A, Economics)

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Visa Status: On Visiting Visa Valid till 17th Feb 2021

Professional Summary

- Administration and Storekeeper / Warehouse Responsibilities with 15+ years of experience prioritizing multiple tasks requiring prompt solutions.
- Talented problem-solver managing workloads, answering incoming phone calls, emailing client queries, generating reports and fulfilling staff members' requests.
- Professional and welcoming in creating upbeat work environment. Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments.
- Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen.
- Works effectively with cross- functional teams in ensuring operational and service excellence.

Education

- Bachelor of Arts from Bombay University, India, 1994
 - Specialized in Economics (1993-1994)

Skills

- Back office / Storekeeper / Warehouse Assistance
- Strategic Planning, Ethics Focused, Time Management.
- Relationship Building, Friendly nature.
- Excellent multi-tasking ability

Company Certification

- Assertiveness : The Key to Personal and Professional Freedom
- Interprofessionalism, Human Behavior, Communication, Conflict Resolution.
- Communication: Self, Science and Art.
- Human Behavior: Why We Do What We do
- Interprofessionlism: Leadership from within

Personal Details

- Date of Birth : 30-11-1972
- Marital Status : Married
- Language Known : English, Hindi, Marathi, Malayalam

PROFESSIONAL WORK HISTORY

- 1) Worked for **Aptara New Media Pvt. Ltd., India** as **“Shift Manager”**
(9th Nov’2020 – 16th July’2021)

Responsibilities Handled: -

- a) To manage, motivate and train the team to produce high quality work.
- b) Carry out work smoothly and efficiently within the team and providing them with helpful methods and guidelines.
- c) Preparing Shift schedule.
- d) Verifying Time Sheet and sharing it with the Senior manager for review.
- e) Monitoring the workflow and assigning jobs.
- f) Responsible for Production and QC of requests in a stipulated time with client worthy quality.

- 2) Worked for **Integreon Managed Solutions (India) Pvt. Ltd., India** as **“Senior Specialist”** (19th March’2018 – 31st July’2020)

Responsibilities Handled: -

- a) To manage, motivate and train the team to produce high quality work.
- b) Carry out work smoothly and efficiently within the team and providing them with helpful methods and guidelines.
- c) Preparing Shift schedule, Shift Planner, Updating Client Schedule on IL Intranet.
- d) Review documentation and make changes if needed (i.e. SOP’s for client service lines, IMS/BMS folder and its documents) and obtain approvals wherever required.
- e) Develop and suggest appropriate corrective and preventive actions to address non-conformities to the established policies, processes and procedures as per ISO standards.
- f) Verifying Time Sheet and sharing it with the manager for review.
- g) Prepare MBO/KPI of direct reports/ SRR draft.
- h) Verifying Roadmap and validating the data in the master audit file of client. Disseminate to the team on any relevant updates and announcements.
- i) Reports any observed incidents to the Manager / InfoSec team.
- j) Continue to motivate team members to develop and improve skill levels (efficiency, technical skills, Communication). Sharing updates with the team and report any incident/client complaints to Managers with initial investigation.
- k) Impart training to new hires. Also ensuring trainings are provided to the team on any new service lines added.
- l) Monitoring the workflow and assigning jobs (Triage Queue).
- m) Co-ordinate with GDM (IL team) for resolution of issues encountered during production or post production.
- n) Triaging tickets based on ETA assign severity. Assigning jobs to agents based on roadmap levels.
- o) Conducting PKT, Communication tests, Updating Roadmap, Reporting Schedule and creating smart PnP’s.
- p) Responsible for Production and QC of requests in a stipulated time with client worthy quality.

- 3) Worked for **Devanshi Electronics Pvt. Ltd, India** as “**Sales Coordinator**”
(15th November 2017- 15th March 2018)

Responsibilities Handled: -

- a) Punching Customer Orders in Focus (ERP Software), based on their orders received either through Emails, Phone Calls or Skype.
- b) Approving Orders punched by Company Branches for their customers.
- c) Following with the Branches and customers for their Outstanding.
- d) Attending Customers calls and emailing their emails for their orders or quotations asked for.
- e) Reviewing Daily Report for pending Orders.
- f) Sending Courier details to the Branches and customer for their orders dispatched.

- 4) Worked for **Integreon Managed Solutions (I) Pvt. Ltd., India** as “**Shift Lead**”
(July'2006 – March'2016)

Responsibilities Handled: -

- a) To manage, motivate and train the team to produce high quality work.
- b) Impart training to new hires. Also ensuring trainings are provided to the team on any new service lines added.
- c) Emailing to Client Queries.
- d) Monitoring the workflow and assigning jobs (Triage Queue).
- e) Maintaining Quality tracker, SLA file, and Report card for FTR /DEL.
- f) Handled Team of 45 # consisting of 15 associate per shifts (3 Shifts).

- 5) Worked for **Reliance Industries (Dhirubhai Ambani Knowledge City), India** under **SM AKER MANAGEMENT SERVICES** as “**Transconnect Officer**” in “**Petroleum Fleet Card Operation Department**.” (Jan'2005 – June'2006)

Responsibilities Handled: -

- a) Creation and Activation Trans-Connect Fleet Cards, Setting Policy.
- b) Embossing the Vehicles Details into Power Term
- c) Uploading the Prospective Customer Data into Access Tracking System.
- d) Contract Setting in the Trans Fleet Cards.
- e) Dispatching the Fleet Cards to their District Trans Connect Managements.
- f) Maintains Management Information System Reports.
- g) Updating E-Launcher & E-Manager Systems.
- h) Maintain Monthly Stock Valuation of Fleet Cards.

- 6) Worked for **Imperial Fine Art Offset Woks Ltd., Byculla** as “**Office Assistant**”
(Sept 2003 - Nov 2004).

Responsibilities Handled: -

- a) Letter drafting and Replying to the E-mail's from clients.
- b) Dispatch statement of various clients.
- c) Invoice making.
- d) Cheques Entry.

- 7) Worked for **KPS Steel Impex Pvt. Ltd., India** as “**Warehouse In charge**” (July 2003 - Aug 2003).

Responsibilities Handled: -

- a) Responsibility to coordinate with the manufacturing supplier's and meets the production as per the client's requirement.
- b) Maintain inventory of Kitchen Utensils from supplier.
- c) Inspection of goods as per client's requirement.
- d) Dispatch of goods as per client's dispatch plan.
- e) Arrange vehicles for dispatch after planning.
- f) Proper documentation of the excise invoice.
- g) Maintain stock.

- 8) Worked for **Aero Pharma Ltd., India** as;

A. “Jr. Assistant (Sate Excise)” (Oct 2002 - June 2003).

Responsibilities Handled: -

- a) Maintaining Inventory of Finished goods from Production Department.
- b) Arranging vehicle les for dispatch after planning.
- c) Dispatch finished goods as per Client's dispatch plan.
- d) Preparing & Maintaining Proper Documentation of the Excise Invoice.
- e) Preparing Monthly Stock Statement and Maintaining FG stocks.
- f) Interactions with the Concerned Departments & Clients.

B. B. “Store Keeper (Packaging)” (Oct 1999 - Oct 2002).

Responsibilities Handled: -

- a) Receiving Packing Materials, Stacking them Client wise, Preparing MRN's, GRN's & maintain Inward Register.
- b) Issuing the Materials on FIFO basis as per requirements to concerned Departments, & maintain Outward Register
- c) Maintain Stock Level as per Production Plan.
- d) Preparing Monthly Stock Statement.
- e) Interactions with the Concerned Departments & Clients.

- 9) Worked for **Bharat Shell Ltd. c/o Arpeejay Enterprise, India M.I.D.C** as “**Store Assistant**” (Dec'1997 – Oct'1999).

Responsibilities Handled: -

- a) Taking orders from Customers, Sales Executives & Plant.
- b) Dispatch as per Customer requirements & making invoices.
- c) Cheques entries.
- d) Checking & Preparing Monthly Stock Statement.
- e) Exporting data report & Giving out final report.

**10) Worked for Ion Exchange (India) Ltd., India as “Computer Operator”
(March’1997 – Dec’1997)**

Responsibilities Handled: -

- a) Data entry of ISO Procedures for different departments.
- b) Documentation of the Procedures, Test methods, Work- instructions etc.
- c) Internet surfing, sending E-mail.