

SHILPA. P

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SUMMARY

A seasoned professional with experience in **SCM (Logistics, order management, and customer support)** with high growth oriented organizations, with overall industry experience of above 4+ years.

OBJECTIVE

To pursue a challenging environment that would provide me an opportunity to showcase my sincere efforts to fulfill the requirements.

WORK EXPERIENCE

Employment : Syngenta (Capgemini India Pvt Ltd)
Position : Logistics Associate.
Domain : Seeds Crop (APAC, EAME, LATAM, NA)
Duration : November 2019 to April 2021

Employment : Honeywell Aerospace (Infosys Pvt Ltd)
Position : Supply Chain Coordinator.
Domain : OEM and Spares (Defence & Space)
Duration : February 2015 to May 2017

Employment : TNQ Books and Journals Pvt Ltd
Position : Data conversion Operator
Domain : Scientific and Technology (Books)
Duration : January 2014 to January 2015

ROLE AND RESPONSIBILITIES

❖ Logistics Associate

- Updating end to end container movements.
- Handled four regions (APAC, EMEA, LATAM, NA) based on different exceptions on their own through **EDI**, mails and case management.
- Conducting regular performance audit on **Import and Export documentation**
- Co-ordination with all vendors/service providers and stakeholders for better running of the shipment from the **Origin to the intended place**
- Involved in projects through Root cause analysis(RCA) for nullifying errors from **terminal systems**
- Analyze the reason for **High transportation cost and Loss of Business** in order to reduce it in upcoming future.
- Handled Disputes and Invoices due to incorrect cargo charges.
- Posting goods receipt note by using warehouse receipt for the shipment received in the warehouse.
- Crossed trained in Material Data Management which includes the creation of **Material Master, Vendor Master, Source List** and **Info records**.

- Handled Material Reactivation, Retirement and Material Archiving Process.
- Defining BOM, Recipe & PV according to the material types.

❖ Supply Chain Coordinator

- Creating quotation, based on customer's request.
- Placing the purchase order with Vendor through EDI Portal, and Mails.
- Responsible for loading the sales orders in SAP after doing analysis in the purchase order and other details received from customer.
- Creation of Intercompany purchase order for stock transfer.
- Monitoring orders and evaluation of all order issues raised by customer or order site.
- Handling **Product Inquiry, Order Booking, Order Confirmation, Invoicing, Order Changes, Shipment and Delivery** (Dealing with SCM)
- Working on SFDC to give rapid resolution to customer queries.
- Running daily reports for SLA, pending purchase orders and backlog cases.
- Working on **Export license** for all orders processed by our tower.
- Coordinating with customers and working with credit team for receiving on time payments.
- Creating **credit memo** and **credit re-bill** through ACAT Tool.
- Creating new contracts for new customers and send it to US Govt for approval.
- Hands on experience in ERP tools SAP & CRM tool Sales force.com (SFDC)
- Done T100 & T200 certificate courses on Supply Chain Management.
- Processing the request within SLA time and supporting the team members.
- Develop and maintain the process documents (SOP)
- Responsible to work flexibly on a range of assignments, and completing it on time.
- Consistently improve customer satisfaction through expert resolution of conflicts, issues and concern by setting calls and meetings.

❖ XML Conversion Operator

- Format the copy of the data in word document as per the guidelines.
- Converting the data into XML language using TUD tool
- Debug XML Errors and convert into HTML
- Getting feedback from customer and rectify it accordingly

ACHIEVEMENTS

- Primary resource for handling different customers across the team.
- Star Performer Award for outstanding performance (2016 Infosys)
- Spot Award twice for creating high volume order within the short period of time ()
- Client appreciation award for best performance from Client.

STRENGTH

- Good Team player
- Quick Learner
- Leadership
- Good Listener
- Problem Solving

ACADEMIC PROFILE

- **B.Sc. Information Systems and Management (2010-2013)**
Shri Shankarlal Sundarbai Shasun Jain College for Women, Chennai.
Percentage: 75%
- **Higher Secondary Certificate(2010)**
Kerala Vidhyalayam Hr. Sec. School, Chennai. Percentage:
70%
- **Secondary School Leaving Certificate(2008)**
Kerala Vidhyalayam Hr. Sec. School, Chennai.
Percentage: 80%

IT SKILLS

- MS – Office
- SAP ERP (SD, MM, PP)
- Web Technologies : XML, HTML

Personal Information

Fathers Name	:	P. Pavithran
Date of Birth	:	17 th April, 1993
Gender	:	Female
Marital Status	:	Married
Spouse Name	:	Nidhin P
Nationality	:	Indian
Address	:	Villa No: 31, Al Falah Street, Abu Dhabi
Visa Status	:	Spouse Visa
Languages-known	:	English, Malayalam, and Tamil.

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Abu Dhabi

yours faithfully,

Date: 04.01.2022

(SHILPA. P)