

# Gurdeep Singh Bhular

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## PROFESSIONAL SUMMARY

A self-motivated & dedicated professional with over 8 years of experience in Finance Operations, Export-Import Documentation, Client Relationship Management, Complaint Management, Customer Service management, Administration Operations, Logistics and Supply Chain Operations in UAE and India. Good knowledge in Microsoft Office (Word, Excel, Outlook). Quick learner of new technologies. Have successfully managed Operations work with great Customer Satisfaction within time frame with great customer service qualities through immense work experience.

## AREAS OF EXPERTISE

Logistics Operations	Good Planner, Advisor & Motivator	Complaint Management
Shipping Operations	Supply Chain Operations	Finance Operations
Export-Import Documentation	Customer Relation Management	Delivery Management
Office Administration	Software Testing	Operations Management

## CAREER HIGHLIGHTS

### Al Tayer Group – Dubai - UAE

(Oct 2020 - Till Date)

#### Administrative Supervisor

- Supervising upkeep of accommodation premises, including pest control, conduct spot and emergency cleaning necessary as and when required, ensuring that the lighting and heating systems, and all other furniture and fixtures, are in good working condition.
- Supervising meal services ensuring that food is prepared in hygienic conditions, as per agreed menu and standards, maintain records of meals served, invoices, distribution of meal coupons and resolving complaints.
- Managing staff's check-in / check-out process and ensuring that the living quarters and common areas, including recreation and prayer room, are clean and up to the prescribed company standards.
- Receiving staff logs related to maintenance of apartment and furniture/appliances, logging all maintenance complaints with the landlord or Service Supplier and ensuring it is rectified on time.
- Establish work schedules and procedures and co-ordinate activities with other work units or departments.
- Resolve work related problems and prepare and submit progress and other reports.
- Ensure smooth operation of computer systems, equipment and machinery and arrange for maintenance and repair work.
- Negotiating and comparing on purchase of various maintenance items with different vendors and keeping a track on the stock of maintenance items.
- Conducting monthly vendor meetings with the suppliers to ensure that they provide the best services for the accommodation.
- Approving quotations and raising LPO's (Local Purchase Order) in the system.
- Checking and processing the invoices for payment and follow-up.
- Hands on Experience on various computer software's such as On Base Utility Client, JDE Edwards and B-Wise Incident Logging System.
- Maintaining all the Annual Maintenance Contracts of the vendors.
- Direct point of contact with the HR and higher management for the accommodation allotments and any other issues reported in the accommodation premises.

### Landmark Group – Home Centre - Dubai - UAE

(Dec 2019– Oct 2020)

#### Senior Logistics Associate

- Coordinating with the customers regarding their delivery orders and handling customer complaints.
- Notifying customers if shipments are delayed.
- Coordinating with the delivery crew team and assisting them on queries related to deliveries.
- Handling Sales Return Note on delivery Cancellation and initiating the refund.

- Manage inventory for fleet equipment, office and associate paperwork.
- Daily deliveries shipping documents preparation.
- Scheduling deliveries and making delivery modification in GDMS.
- Planning and assigning the deliveries and ensuring all the deliveries are completed on time.
- Skilled in focusing on Optimum utilization of resources and time.
- Communicating with other supervisors and co-workers of the Warehouse.
- Work with managers and team members to implement new strategies and innovations.
- Preparing loading and unloading report and ensuring all goods are loaded in WMS before delivery.
- Hands on Experience on various warehouse software's such as WMS, GDMS and CRM etc.
- Preparing delivery order closing report for all feeders and ensuring all delivery orders should be closed if the delivery is fulfilled.
- Preparing pending item reports and sending it to Quality team to reduce Manufacturing defect cases and pending cases on daily basis.
- Handling E-com delivery Cash on daily basis.
- Maintain E-Com MIS reports on monthly basis and send to corporate office.
- Coordinating with the Customer Care Centre regarding issues related to deliveries and customer complaints.

### **Tata Consultancy Services - Mumbai - India**

**(May 2017 - Nov 2019)**

Senior Process Associate – Manual Tester

- Strong knowledge of all phases of SDLC and strong working knowledge of Software Testing.
- Designing Test Strategies, Test plans, Test Scenarios, Test Cases, Traceability Matrix
- Worked on Agile (Scrum), Waterfall and V-Model Methodologies.
- Experience in Defect Management and Bug Reporting using Bug Tracking Tools
- Experience in Bug Tracking and regularly attending the bug management meeting and regularly interacting with development team for issue clarification and resolution.
- Experience in Non-Functional, Functional, Re-testing, Regression and System Testing.
- Preparing Daily status reports, Weekly status reports and monthly status reports.
- Interaction with the Client on Daily basis and updating the status on Client call.
- Interaction with the Scrum Master on Scrum Call on Daily basis and updating the completed work status on particular day.
- Performance testing project activities including requirements gathering, planning, designing scripts and creating test data and executing load test.

### **Tata Consultancy Services – Mumbai – India**

**(April 2016 – April 2017)**

Senior Process Associate – Export Documentation

– Trade Finance

- Scrutiny of all Export Documents submitted by Citibank Client as per RBI master circular FEMA guidelines.
- Scrutiny of Invoices, Bill of Lading, Bills of exchange, Shipping Bill, packaging list as per the RBI guidelines and raising exceptions as per the RBI master guidelines.
- Performed Compliance and Regulatory check and raising exceptions to compliance for approval.
- Coordinating with internal department like branches, TSP, Compliance Team etc.
- Checking FIRC'S (Foreign Inward Remittance Certificate) and adjusting the payment against the specific transactions.
- Scrutiny of Under Approval Letter of Credit as per UCP guidelines and send it for dispatch.

### **Tata Consultancy Services - INDIA**

**(May 2012 – March 2016)**

Process Associate – Mortgage and Bankruptcy

- Responsible for managing a queue of accounts to be processed on the systems for the advisors.
- Downloading PDF documents related to the Loan account and redacting critical information of the customer and then submitting the same for POC filing.
- Arranging all the docs of POC (Proof of Claim) filing for a borrower who is active in bankruptcy.
- Process U.S Bankruptcy loans and verify information on documents needed for the Proof of Claim Filings in bankruptcy court.
- Maintaining attendance record of the process employees such as Absentees, Late Logins.
- Helping team leaders and managers with MIS reports such as weekly and monthly reports.
- Updating Master log and keeping a track of work assigned to process employees.

## EDUCATION

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- Bachelor of Commerce - Mumbai University – Maharashtra - India 2009

## COMPUTER SKILLS

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- Microsoft Excel, Microsoft Word, Emails, Outlook and Internet.
- GDMS
- CRM
- WMS

## PERSONAL DOSSIER

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Date of Birth	: 30 <sup>th</sup> September,1987
Nationality	: Indian
Gender	: Male
Marital Status	: Single
Passport No	: K9276721
Visa Status	: Residence Visa (Employment) until 06.12.2022
UAE License	: Light Vehicle Valid until 17.10.2023
Language Proficiency	: English, Hindi and Punjabi
Address	: Al Quoz, Dubai
Areas of Interest	: Travelling, listening to music, Cricket, Cooking

## DECLARATION

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I GURDEEP SINGH BHULAR, hereby state that the information furnished above is true to best of my knowledge.

Gurdeep Singh Bhular