

SHABAD GUPTA

Team Lead

Highly motivated and results-oriented professional with extensive experience in supply chain management, process optimization, and team leadership seeks to excel as an Operations Manager. Expertise in ERP system implementation, vendor negotiation, and resource allocation, coupled with a proven ability to streamline workflows and drive efficiency, positions this individual to make a significant contribution to a dynamic organization. Eager to leverage analytical problem-solving skills and passion for continuous improvement to contribute to operational excellence and support company growth.

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PROFESSIONAL SUMMARY

- Experienced Operations professional with a proven track record in supply chain management, process optimization, and cross-functional team leadership within a fast-paced manufacturing environment.
- Successfully implemented a new ERP system, resulting in enhanced order processing efficiency.
- Negotiated favorable contracts with key vendors, achieving cost reductions on essential commodities.
- Managed logistics and warehousing operations for large-scale infrastructure projects, ensuring timely completion and efficient resource allocation.
- Expertise in inventory management, procurement processes, and streamlining workflows to enhance operational efficiency.
- Proven ability to lead and motivate teams, foster collaboration, and drive continuous improvement initiatives.
- Strong analytical and problem-solving skills, with a data-driven approach to decision-making and process optimization.
- Exceptional communication and interpersonal skills, effectively collaborating with stakeholders at all levels.
- Proficient in using various software applications, including ERP systems, to manage operations and analyze data.

TECHNICAL SKILLS

Supply Chain Management ERP Systems Procurement Inventory Management Logistics Management Vendor Management
Contract Negotiation Process Optimization Data Analysis Project Management

WORK EXPERIENCE

Assistant Manager (SCM)

Godrej & Boyce (Delhi) (Jan 2021 - Present)

Oversaw the supply chain management team, ensuring efficient coordination and workflow

- Led a team of supply chain professionals to optimize procurement, logistics, and inventory management processes, ensuring efficient material flow and cost-effective operations.
- Managed end-to-end procurement cycles, from vendor identification and evaluation to contract negotiation and order fulfillment, ensuring timely delivery of materials while adhering to quality standards.
- Developed and implemented strategies to optimize inventory levels across multiple locations, minimizing holding costs while ensuring material availability to meet production demands.
- Collaborated with cross-functional teams, including production, sales, and finance, to forecast demand, plan production schedules, and ensure seamless supply chain operations.
- Played a key role in the successful implementation of a new ERP system, improving data visibility, streamlining order processing, and enhancing overall supply chain efficiency.

Achievements:

- Successfully negotiated contracts with key vendors, resulting in significant cost reductions for essential commodities.
- Implemented a new inventory management system that led to improved stock accuracy and reduced lead times.

Assistant Manager (CS)

Godrej & Boyce (Delhi) (Aug 2019 - Dec 2020)

Managed a team of customer service representatives, ensuring high-quality service delivery and customer satisfaction.

- Supervised and mentored a team of customer service representatives, providing guidance, training, and support to ensure exceptional customer experiences.
- Developed and implemented customer service protocols, standard operating procedures, and performance metrics to enhance team efficiency, consistency, and customer satisfaction.
- Analyzed customer data, including feedback surveys and service interactions, to identify trends, areas for improvement, and opportunities to enhance overall customer experience.
- Collaborated effectively with cross-functional teams, including sales, technical support, and logistics, to resolve complex customer issues, address escalated complaints, and ensure seamless customer interactions.
- Fostered a positive and supportive work environment within the customer service team, promoting teamwork, open communication, and a dedication to exceeding customer expectations.

Senior Executive (CS)

Godrej & Boyce (Delhi) (Jan 2018 - Jul 2019)

Provided exceptional customer service and support, responding to inquiries, resolving issues, and building strong customer relationships.

- Provided exceptional customer support through various channels, including phone, email, and online chat, responding promptly to inquiries, resolving issues, and building strong customer relationships.

- Proactively identified and addressed customer needs, demonstrating a commitment to exceeding expectations and fostering customer loyalty.
- Developed a deep understanding of company products, services, and policies to provide accurate, complete, and timely information to customers, ensuring their satisfaction.
- Effectively handled customer complaints and escalated issues, employing active listening skills, empathy, and problem-solving abilities to find amicable resolutions.
- Collaborated effectively with team members and other departments to ensure seamless customer service and timely resolution of customer requests.

Senior Executive (Logistics)

Godrej & Boyce (Chandigarh) (Aug 2015 - Dec 2017)

Coordinated logistics operations, ensuring the timely and efficient movement of goods within the supply chain.

- Coordinated logistics operations, including transportation, warehousing, and inventory management, to ensure timely and efficient movement of goods within the supply chain.
- Managed relationships with transportation providers, negotiating competitive rates, ensuring timely pick-up and delivery of shipments, and resolving any logistical challenges.
- Monitored inventory levels at various stages of the supply chain, proactively identifying and addressing potential stock shortages or delays to prevent disruptions to operations.
- Implemented process improvements, such as route optimization and warehouse layout redesign, to enhance logistics efficiency, reduce transportation costs, and optimize inventory levels.
- Maintained accurate and detailed documentation of all logistics activities, ensuring compliance with company policies, industry regulations, and safety standards.

Graduate Trainee

Godrej & Boyce (Chandigarh) (Aug 2014 - Jul 2015)

Participated in a comprehensive training program covering various aspects of the organization's operations, including supply chain, customer service, and logistics.

- Participated in a structured graduate training program encompassing various facets of the organization's operations, including supply chain management, customer service, logistics, and manufacturing processes.
- Gained hands-on experience and practical knowledge by rotating through different departments, actively contributing to projects, and collaborating with experienced professionals.
- Applied theoretical knowledge from business administration studies to real-world business challenges, developing problem-solving skills and a comprehensive understanding of business operations.
- Demonstrated a strong work ethic, eagerness to learn, and commitment to continuous improvement, actively seeking opportunities to contribute to team goals.
- Built a strong foundation for a career in operations management by gaining exposure to different functional areas, developing professional relationships, and honing practical skills.

EDUCATION

Bachelor of Business Administration (2011 - 2014)

Panjab University

HSC in Commerce (2011 - 2011)

C.B.S.E.

ACHIEVEMENTS

- Negotiated contracts resulting in a 15% cost reduction on key commodities.
- Successfully implemented a new ERP system leading to a 25% improvement in order processing speed.
- Managed resources worth 100 Crores for the Central Vista Project (Phase 1), ensuring timely achievement of project milestones.
- Oversaw inventory of over 1000 SKUs for the Jang-e-Azadi Memorial, Kartarpur (Phase 1) project, maintaining high inventory accuracy.

PROJECTS

Central Vista Project (Phase 1)

- Managed logistics and warehousing operations for the Central Vista Project (Phase 1), a project of significant scale and national importance.
- Successfully coordinated the procurement, storage, and timely distribution of materials, ensuring adherence to project timelines and efficient resource utilization.
- Collaborated effectively with project stakeholders, including contractors, suppliers, and internal teams to ensure seamless logistics operations and timely delivery of materials.

Jang-e-Azadi Memorial, Kartarpur (Phase 1)

- Led logistics operations for the Jang-e-Azadi Memorial, Kartarpur (Phase 1) project, demonstrating expertise in managing a large and diverse inventory.
- Implemented robust inventory control measures and systems to maintain accurate records of over 1,000 SKUs, ensuring timely availability of materials for the project's construction phase.
- Coordinated effectively with suppliers, vendors, and internal teams to ensure the timely procurement and delivery of materials, contributing to the project's overall success.

SKILLS

Core Competencies: Operational Excellence, Supply Chain Management, Leadership & Team Management, Process Improvement & Optimization, Strategic Planning & Execution

Soft Skills: Communication, Teamwork, Leadership, Problem-solving, Negotiation, Analytical Skills, Time Management, Organization, Adaptability, Decision-making

HOBBIES

Traveling and exploring new cultures, Reading business and management books to stay updated on industry trends, Participating in team sports like cricket or football, Mentoring young professionals in supply chain and operations

LANGUAGES

English, Punjabi, Hindi