



Kiran.V.E
SUPPLY CHAIN MANAGEMENT TRAINEE
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PROFILE SUMMARY

Currently serving as Supply chain Management Trainee- Order Management at GENPACT, I bring over 5 years of experience blending expertise in Business, Finance, and Technology. Skilled in Administration, Operations, and customer service management across corporate and retail sectors, I maintain a professional demeanor with excellent communication and interpersonal skills. Recognized for productivity both as a leader and individual contributor, I excel in analyzing complex problems and offering creative solutions. Proficient in project planning, organization, efficiency, accuracy, and training, I consistently deliver results.

TECHNICAL SKILLS

- SAP ERP • UNISON • SALESFORCE • Moxie • POWER BI • CUAS TOOLS
- Continuous-Improvement • Inventory-Management
- Customer Service • Collaboration • Communication • Customer-Relationships • Leadership
- Problem-Solving • Analysis

EXPERIENCE

GENPACT INDIA PRIVATE LIMITED

Supply chain Management Trainee - Order Management-Bangalore India. July 2022- July 2024

- Vehicle planning and optimisation
- Coordination with vendors for vehicles, payment disputes, Optimising LM fleet by route consolidation
- Handled a team of 15 team leaders on ops improvements
- Responsible for overseeing the end-to-end supply chain process, I foster productive relationships with key account holders while collaborating with various stakeholders, vendors to establish material specifications.

- Skilled in vendor relationship management and technological systems oversight, I lead transformation activities to enhance procurement efficiency. Ensuring fair and competitive procurement practices
- I expedite both stock and non-stock purchase requisitions. Additionally, I verify purchase requests for authenticity and compliance, administer open sales orders, and ensure timely shipment in accordance with customer requirements. In addition to managing procurement,
- I play a pivotal role in inventory management, maintaining integrity between SAP and Power BI systems. Handling customer inquiries and issues with tact and diplomacy.

THOMSON REUTERS

Order Management Associate – Bangalore India. December 2019 – July 2022

- Managed and resolved external & internal queries relating to quote/order status, client account information.
- Ensured that all orders have a positive lead-time and appropriate order processing procedures are followed for rush orders, Processed exceptions and customer service requests from other departments and business units in an appropriate manner.
- Identified recurring problems and provide input for a possible resolution to prevent future re-occurrence. Validated and processed routine service purchase orders submitted by customers, Expedited, order tracked and Ad-hoc reported. Complied with customer contract requirements in the order management process, Continually praised for speedy response time and clear communication skills to both internal & external stakeholders.
- Effectively process customer orders, and expedited order fulfillments to improve the level of customer service. Define, revise and implement processes and procedures to improve the efficiency of the order entry process.

ACHIEVEMENTS

- Received SHINE award from the Senior manager for streamlining and standardising the process.
- Received SURGE award from the stakeholder on challenges in the order transaction process centre for multiple clients on the ONE-SOURCE product lines and covering wide variety of problems.
- No TAT/SLA miss at all during my tenure with both the company- GEN- PACT INDIA PRIVATE LIMITED, AND THOMSON REUTERS.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION 2017 Ramaiah University Applied Science