

Deepak Y.

Supply chain analyst

ID: 7236



I am currently working as Supply chain team lead in Smartbridge solutions Pvt Ltd. our client is Whataburger USA, a popular food chain restaurant. For better skills I am learning Supply chain Data analytics using different software's which will be getting completed in 2 months.

I am a hardworking person who stays organized, can do multiple tasks effectively. I can easily adapt to the work culture which helps me to thrive in changing environments.

General information

Considering industry	Transport
Type of employment	Unskilled worker
Age	35 (1990)
Original nationality	India
EU Citizenship	No

Location of residence

Country of residence	Indien
City of residence	Visakhapatnam
Staying type	I have a citizenship

| Work Experience

Work period	from 01.03.2013 to 01.02.2016
Land	Indien
Industry	Hotel og restauration
Profession	Production Supervisor
Branche	Fabrik
Responsibility	

- * Providing Guidance to the junior staff in the areas of, Leadership, continuous improvement, decision making and conflict resolution.
 - * Working with Contractors to complete work on time.
 - * Utilizing preventive maintenance procedure to reduce unscheduled downtime.
 - * Negotiating with client to prepare project specifications.
 - * Managing timesheets and vacation forms.
 - * Carrying out inspections on all plant electrical equipment.
 - * Ensure adherence to all applicable safety policies and procedure.
 - * Identifying staff training needs.
 - * Developing relations with external and internal suppliers.
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Work period	from 01.06.2016 to 01.04.2017
Land	Indien
Industry	Hotel og restauration
Profession	Customer Service Representative
Branche	Customer service
Responsibility	

* Maintaining a positive, empathetic and professional attitude toward customer at all times.

* Giving information regarding the account balance, credits and debits, any pending transactions and hold amount details.

* Giving information about the internet banking and resetting the locked account.

* Acknowledging and resolving customer complaints.

* Giving information regarding the credit card outstanding, billing information and regarding any pending transactions.

* Processing orders, forms, applications and requests regarding the personal loans, home loans, remittance, NEFT & RTGS transactions.

* Identifying any suspicious money laundering transactions and accounts.

* Communicating and coordinating with team representatives and Managers.

* Doing KYC and updating any personal information and contact information regarding the customer.

* Processing requests for Fixed Deposits and for breaking pre mature FDs.

* Managing a small team of junior customer service representative.

* Ensure Customer Satisfaction and provide professional customer support.

Work period	from 01.04.2021 to Present
Land	Indien
Industry	Food technology
Profession	Production Planner
Branche	Fabrik
Responsibility	

After my master's I have joined as Supply chain analyst and after that I have promoted as Supply chain Team Lead. I am working on JD Edwards ERP system.

- * Receiving order conformation in JD Edwards which are raised by WHATABURGER restaurants to the vendors.
 - * Adding freight amount to the particular PO in JD Edwards which are indicated by the vendors.
 - * Receiving shipping conformation from the vendor in JD Edwards for a particular PO and raising aging report for purchase orders every weekly.
 - * Clearing all the COR tickets raised by the client regarding the invoice.
 - * Entering and updating the recipes in JD Edwards on a quarterly basis.
 - * Managing the day-to-day operations of the off-shore team by leading and motivating them.
 - * Monitor team performance and report on metrics.
 - * Handling the problems that are raised in the daily operations of the off-shore work.
 - * Communicate with the client and create plans to address clients business needs.
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| Education

Type of education	Lang uddannelse, cand merc.
Uddannelsesstatus	Færdiguddannet
Educational institution	GITAM UNIVERSITY
Faculty, specialty	MBA Global Logistics and Supply Chain Management
Land	Indien
Period	from 01.09.2018 to 01.04.2020

| Sporg

Sprog	Engelsk
Niveau	Avanceret niveau
