

## RESUME

**VINOTHKUMAR.K**

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### SUMMARY:

Experienced professional with over 9 years in the logistics and supply chain industry. Possess extensive knowledge in managing end-to-end supply chain operations, with a proven track record of delivering high-quality results. Adept at working collaboratively with cross-functional teams to meet organizational objectives.

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### OBJECTIVE:

Seeking a challenging and rewarding opportunity with an organization that values and maximizes my potential. I aim to leverage my analytical and technical skills within the Logistics & Supply Chain industry, contributing to operational excellence and continuous improvement initiatives.

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### EDUCATIONAL QUALIFICATION:

#### **MBA Operations & Supply Chain Management**

Pondicherry University – Loyola College, Chennai, 2017

#### **Bachelor of Computer Application**

Guru Nanak College, Chennai, 2014

#### **Higher Secondary Certificate (12th)**

Government Higher Secondary School, 2011

#### **Secondary School Leaving Certificate (10th)**

Government Higher Secondary School, 2009

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### **Genpact India Private Limited - Assistant Manager (Mar'2021 – Nov'2024)**

#### **Client -Kraft Heinz MEA LLC**

#### **Responsibilities:**

- Managed end-to-end order management processes, ensuring timely order fulfilment and customer satisfaction.
- Handle orders worth \$10M to \$12M monthly.
- Coordinate with 50+ S&OP distributors to meet urgent needs.
- Collaborate with finance, business development, and logistics teams.
- Resolved customer inquiries and issues related to orders promptly and effectively.
- Collaborated with cross-functional teams to identify and implement process improvements, resulting in reduce lead times & cost savings.

- Collaborated effectively with Demand Planner & Supply Planner to analyse and address supply chain delays.
- Investigated root causes of delays, including production issues and logistics challenges.
- Developed alternative solutions for distributors, ensuring continuity of product availability.
- Communicated proactively with distributors, presenting alternative options and managing expectations.
- Provide weekly order tracking reports to distributors.
- Handled logistics & Supply chain claims, managing the submission, verification, and resolution process. Implemented preventive measures to reduce future claims.

Internal activities:

- Compiling a monthly report on order prompt and holding a discussion with senior leadership to discuss them.
- Obtaining order values from every market distributor and transmitting them to senior management.
- SLA & KPI report generation on monthly basis.

**HCL Technology Limited (Sep'2019 – Dec'2020)**

**Senior Analyst – Manufacturing & Supply Chain (Xerox Corporation)**

**Responsibilities:**

- Handled Client's internal Supplier & Buyer activities.
- Analyse and evaluate reports for cost reduction.
- MOQ – receive request on weekly basis.
- Monthly outlook report – receive report on monthly basis.
- Monthly Forecast report – receive report on monthly basis.
- Annual plan report – receive report on annual basis.
- Monthly Management letter report – receive report on monthly basis.
- 180 Day inventory outlook report – receive report on monthly basis.
- 180 Day claim report – receive report on monthly basis.
- 180 Day service cost claim report – receive report on monthly basis.
- 180 Day Freight cost claim report – receive report on monthly basis.
- 180 Day inventory claim report – receive report twice in a year.
- 180 Day buyback report – receive report on monthly basis.
- True up report – receive report on monthly basis.
- Load plan efficiency report – receive report on quarterly basis.
- Monthly Inventory storage report – receive report on monthly basis.
- Generate purchase requests to get PO and follow up until payment completion.
- Issue invoice & receipts if 180 Day buyback and true up reports are validated.

Internal activities:

- Creating weekly Dashboard report and sharing it to the senior leadership.
- Creating Utilization tracker report and consolidating team's data and submitting it to the management on daily basis.
- Volume inflow and outflow report maintained on daily basis.
- User's productivity report will be tracked, maintained and sharing it to management on daily basis.

## **DHL Global Forwarding Freight Shared Services (India) LLP (Oct'2018 – May'2019)**

### **Senior Process Associate**

#### **Responsibilities:**

- Air Freight Export Logistics.
  - Manifest house airway bills for export purposes.
  - Consolidate consignments for dispatch under one master airway bill.
  - Handle various types of movement based on origin local requirements.
  - Maintain and deliver 100% quality to customers.
  - Coordinate with the team to handle shipments on time.
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## **Hapag Lloyd Global Service Private Ltd. (Chennai) (Jan'2015 – Sept'2018)**

### **Senior Coordinator Customer Service**

#### **Responsibilities:**

- The job related to Shipping and Logistics.
  - Manifest the Bill of lading for Export purpose according to the required specifications.
  - We use to deal with the LCL and FCL cargoes.
  - Checking and updating the revenues with the concern charges and send invoice to the customer.
  - Identifies the route that will move containers from the beginning to the ending location
  - Well expert in dangerous cargoes.
  - Maintaining and delivering 100% quality to the customer.
  - We handling 24hr rule for AMS countries.
  - Maintaining a database of each & every customer and coordinating their needs on daily basis.
  - Correcting/ Modifying their export documents as per customer need.
  - Coordinating with team to handle the shipments on time.
  - Maintain communication with counterparts in the Area to improve customer satisfaction.
  - Communicates with worldwide offices to track shipments.
  - Contact customers for missing manifest instructions by way of global communication systems.
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#### **WORK ACHEVIEMENTS:**

- Achieved a customer satisfaction rating of 4.71 out of 5 and maintained it for 3 years by promptly resolving customer inquiries and order-related issues.
  - Implemented Excel VBA automation tools for order management, reducing manual workload by 50% and improving order processing accuracy.
  - Received multiple monthly awards for my extensive support.
  - Green Star award winner for maintaining good accuracy.
  - Twinkling Star award winner for maintaining good productivity.
  - Recognized as one of the top key performer (Hi-Flyer).
  - Trained eight new employees.
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**PROJECTS:**

- SAP Implementation for MEA Region (2021)
  - Email Generator Tool (Excel) (2021)
  - Excel VBA Automation Tools for Order Management (2021-22)
  - B2B Implementation (2022-23)
  - Salesforce Implementation (2022-23)
  - SAP Implementation for SAR Region (2023)
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**Technical Skills:**

- SAP ERP (Procurement, Inventory Management, Sales & Distribution)
  - Salesforce (B2B Sales, Order Management, Customer Relation Management)
  - Application Lifecycle Management (ALM)
  - Oracle Transport Management (OTM)
  - FIS (Freight Information System),
  - Logis Air
  - ERP tool (Oracle WCB, Xelus, XARMS, CD&MG sites)
  - Epicor (Procurement, Inventory Management, Sales & Distribution)
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**SKILLS:**

- Order Management (New order processing, Order Fulfilment, Analytics & reporting)
  - Claims (Stock claims & Credit notes, Logistics Fines & Penalties)
  - Purchase Request Management
  - Demand Forecasting
  - Inventory planning
  - Supply Chain Coordination
  - Problem-Solving in Logistics
  - Cross-functional Collaboration
  - Communication and Stakeholder Management
  - Typewriting Lower in English(1st class)
  - Hardware & Networking
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**DECLARATION:**

I hereby declare that the information and facts stated above are true and correct up to my knowledge and belief.

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**PERSONAL INFORMATION:**

Date of Birth : 02.11.1993  
Gender : Male  
Marital Status : Married  
Passport No. : R8491805  
Nationality : Indian  
Religion : Hindu  
Language : Tamil (R/W/S) English (R/ W/S).  
Present Address : #3, AM1, Vinoth Versa Apt, Jaganathapuram 1st main road, Velachery, Chennai-600042.

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