



# ARJUN VIJAY

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## RELEVANT SKILLS

- Warehousing & Logistics
- Distribution & Dispatching
- Budget planning
- Cost control and tracking
- Transportation activity management
- Shipment coordination
- Carrier negotiations
- Route optimization
- Safety regulations implementation
- Staff Management
- Customer Focus
- Analytical Planning
- Financial Planning
- Cash and Inventory Management
- Operational Oversight
- Operations Management
- Sales & Marketing

## PROFILE

Results-driven Manager with a proven track record in overseeing supply chain operations and providing exceptional client service. Skilled in managing complex logistics, optimizing key performance indicators, and fostering strong partnerships with clients and third-party stakeholders.

## WORK EXPERIENCE



### Logistics Account Manager

Tenaxx Logistics - Ontario, Canada 01-2022 to 04-2023

- Maintained established levels of goods based on sales forecasts and demand to fulfill orders on time.
- Implementing financial strategies using analytical and technical skills.
- Communicating the financial and operational strategies to all the stakeholders
- Oversaw warehouse staff and maintained efficiency in fast-paced environment. Handle escalated issues for top clients, ensuring prompt resolution and maintaining client satisfaction.
- Respond to all client emails in a timely manner, addressing their concerns and inquiries efficiently.
- Improve key performance indicators (KPIs) for clients, focusing on TAT, RTO, NDR processing, and billing accuracy.
- Collaborated with cross-functional teams to execute marketing campaigns seamlessly, ensuring alignment with brand objectives and reaching target audiences effectively.
- Contributed in the field of Data Analytics, specializing in Risk Strategy and Financial Analysis. Successfully executed comprehensive analyses to inform and optimize strategic decision-making.



### Gaming Technical Support

Sutherland Global - Ontario, Canada 10-2020 to 11-2021

- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Identified potential sales and cross-selling opportunities and informed supervisor.
- Researched product and issue resolution tactics to address customer concerns.

## CERTIFICATIONS

- Risk Management
- Digital Marketing

## SOFTWARE

- MS Excel
- MS PowerPoint
- Pacman DBMS
- Loadlink
- Salesforce
- SAP
- Inflow



### Internship – Closing Manager

Esso /Circle -K - Ontario, Canada

03-2020 to 09-2020

- Efficiently manage gas station and convenience store closing operations, ensuring adherence to company policies and procedures.
- Lead and supervise a team of employees during closing shifts, promoting a collaborative and productive work environment.
- Ensure customer satisfaction by addressing inquiries, resolving issues, and maintaining a positive and welcoming atmosphere.
- Responsible for cash handling, reconciling daily transactions, and ensuring accurate accounting procedures.



### Relationship Manager

Future Group - Bangalore, India

09-2017 to 08-2018

- Assisting sales, operation and logistics departments to facilitate communication and deliver personalized solutions to customers.
- Analyzed competitive products and provided insights to management.
- Developed and cultivated lucrative relationships with both new and existing clients through effective communication and exemplary interpersonal skills.
- Analyzed customer data to identify areas of improvement and maximize customer satisfaction.



### Internship – Digital Marketing

Loyal Hospitality- Bangalore, India

08/2016-10/2016

- Developed and implemented digital marketing strategies to enhance brand visibility, utilizing online platforms and social media channels effectively.
- Created engaging content for various digital channels, including social media posts, blog articles, and promotional materials, contributing to a comprehensive online presence.
- Conducted data analysis to evaluate the performance of digital campaigns, utilizing tools to gather insights and optimize strategies for better reach and engagement.



## EDUCATION HISTORY

### • Post Graduate Diploma - Supply Chain Management

Fanshawe College, London ON, Canada 01/2021 to 12/2021

### • Post Graduate Diploma - Insurance and Risk Management

Fanshawe College, London ON, Canada 01/2020 to 12/2020

### • MBA- Marketing

AIMS Bangalore, India. 06/2015 to 07/2017