

# BABU VIJAYAN

Abudhabi -U.A.E.

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## CAREER SUMMARY

**Profile:** A competent professional with extensive experience and exceptional abilities in leading a team to oversee and manage all aspects of store operations, establishing high levels of in-store standards, commit to generating excellent customer care and service, effectively managing all budgeted resources to secure agreed growth and profitability targets for various products and services, set and focus on goals and building on opportunities.

**Objective:** Seeking a senior assignment with a reputed company to lead its operation of stores & managing customers for satisfaction while tangibly contributing to company profits.

### SKILLS

- Inventory & Stock Control, Stock Reconciliation, Stock rotation, allocation & dispatch
- Customer Complaint Handling, Improving Customer Service Level, QSL Report Preparation
- Telecommunication management, New Store Development/Refurbishment
- Problem Solving, Observation & Monitoring, Innovation & Creativity, Time & Team Management
- Training & Development, Mentoring, Performance Appraisal
- Accounting and sales
- Vendor relationships, market knowledge, strategic planning
- Good Warehouse Practices (GWP)

**10 years' Experience in the Ware house, Material controller, Logistics& Retail sales Administration**

## PROFESSIONAL EXPERIENCE

### STORE MANAGER (Associate Engineer)

June 2015 January 2020

Etisalat Telecommunication (Abu Dhabi, UAE)

#### Key Responsibilities:

- Supervise inventory of stock and exhibit stock control, stock reconciliation and stock rotation
- Oversee dispatch within time by coordinating with logistics, and optimize stock levels.
- Prepare and analyze supplier QSL reports; identify scope of enhancing processes and carry out continual improvements to exceed service level expectations.
- Monitor defined KPIs to manage operations performance, identify deficiencies in business processes and systems, generate reports to measure efficiency and submit MIS for management review.
- Agree KPIs & objectives with direct line manager & deliver results. Review monthly with direct line manager. Agree strengths & weaknesses & work on areas to develop.
- Prepare the purchasing request and place for ordering materials.
- Issuing and dispatching material to technician as per daily requests.
- Update and maintain the records of daily issue and utilization file
- MRN Segregating, scanning and packing
- Preparing for daily issue & daily utilization report
- Collaborate with the IMS team to evaluate and manage risks, and implement emergency response procedures to meet any contingent situations.
- Investigate incidents and mishaps at the workplace, carry out root cause analysis, implement preventive measures and submit incident report to management.
- Inspect receiving stocks to ensure quality as per norms, and initiate CAPA (Corrective Action & Preventive Action) within time in instances of non-conformance.
- Issue and dispatch materials to various sub stores once quality is cleared and make entries in the ERP.

### Last Assignment

Company Name	Speed Group of companies
Period	2013 Jan –2015 March
Designation	Warehouse Manager
Working Area	(UAE, QATAR, OMAN&INDIA)
Reported To	GENERAL MANAGER

Speed is one of the largest IT wholesaler's retailers of hardware, software, peripherals and accessories Show rooms in the UAE, since our establishment in 2000, SPEED is global marketers of computer accessories, spare and digital media products. Founded in UAE with its state of art showrooms, corporate office and huge Warehouse at Dubai With the help of global sales network and manufacturing partnership with Far East companies SPEED is heading towards its mission to be the No.1 in market.

### Key Responsibilities:

- ❖ Maintained store facilities to ensure smooth functioning – Made arrangements and placed orders for new stock and supplies whenever necessary.
- ❖ Responsible for upkeep of various appropriate records of materials received.
- ❖ Received deliveries of new equipment and ensured that all the supplies were in proper order – Stored the supplies and items received in their designated place to avoid time wasted searching for items and general confusion.
- ❖ Issued supplies as per the demand of the clients and maintained records of payments.
- ❖ Maintained the budget of all the expenditures incurred and presented same to store managers.
- ❖ Reported to store manager on a regular basis regarding the need/demand of items so that the future orders could be placed accordingly.
- ❖ Monitored the functioning of store equipment and reported problems and failures to the supervisor.

### IIIrd Assignment

Company Name	Interpublic IT solutions
Period	2011 Jan –2012 December
Designation	Store keeper
Working Area	UAE, QATAR
Reported To	General Manager

### Duties & Responsibilities

- ❖ Maintaining store and inventory for ITES (IT Enabled Services) division.
- ❖ Responsible for the system analysis and design of the system.
- ❖ System wise inventory movement tracking.
- ❖ Managing Stock – In and Stock – Out.
- ❖ Maintaining airway bills and Good receive notes.
- ❖ Preparing accurate analysis, testing while implementing Inventory Management Software.
- ❖ Determine performance requirements

## II nd Assignment

Company Name	MANGALA INTERNATIONAL TECHNOLOGY LLC
Period	2008 June -2010 November
Designation	Sales executive
Working Area	Abu Dhabi, Alain (UAE)
Reported To	Sales Manager

### Duties & Responsibilities

- ❖ Generate new business Hardware & software from corporate sector,
- ❖ Dealers leading a team of sales professionals for achieving group targets.
- ❖ Clearing all doubts and problems of customers regarding the Products
- ❖ Analyse, forecast and establish sales targets and revenue forecasts For the Abudhabi&alain region, Using the product portfolio, marketing and sales plans, and market intelligence available.
- ❖ Manage sales channels for the region based on product/service type and potential market.
- ❖ .Experience in strategy development, business modeling, including creation of channel sales

Direct and manage ongoing customer relationships to ensure total customer satisfaction with MIT and further develop business based on opportunities identified at the customer

### ACADEMIC QUALIFICATION

- |        |           |      |                   |
|--------|-----------|------|-------------------|
| ❖ SSLC |           | 2000 | Kerala govt.      |
| ❖ VHSE | 1st Group | 2003 | VHSE BOARD        |
| ❖ B.A  | History   | 2006 | Kerala University |

### COMPUTER PROFICIENCY

- ❖ ADCA, MS office, Internet& E-mail
- ❖ Hardware&Networking

### PERSONAL PROFILE

- |                   |   |                                     |
|-------------------|---|-------------------------------------|
| ❖ Sex             | : | Male                                |
| ❖ Age             | : | 37                                  |
| ❖ Date of Birth   | : | 20th December 1984.                 |
| ❖ Nationality     | : | Indian                              |
| ❖ Marital Status  | : | Married                             |
| ❖ Visa Status     | : | Tourist Visa                        |
| ❖ Passport No     | : | P5995900                            |
| ❖ Driving License | : | Uae, India                          |
| ❖ Language        | : | English, Hindi, Tamil and Malayalam |

### DECLARATION:

I hereby affirm that all the information furnished above is true to the best of my knowledge.

**Place: Abu Dhabi**

**BABU VIJAYAN**