



MUKUL PRATAP MALHOTRA

Address: 111 Old Almaya, Arebiyan Courtyard
Hotel Meenabazar, Dubai

Mobile: +971559178898

Mail: mukul.7991601333@gmail.com

LinkedIn: [linkedin.com/in/mukul-pratap-malhotra-39832616](https://www.linkedin.com/in/mukul-pratap-malhotra-39832616)

Date of Birth: 21-02-1984 | **Gender:** Male

Nationality: Indian | **Passport Number:** C3812605

EMIRATES ID 784-1984-4371948-3

AREAS OF EXPERTISE

Team Leadership & Management

Customer Relationship

Management

Process Optimization

Vendor Management

Financial Management

Administrative Support

Logistics & Distribution

Cross-functional Collaboration

Audit & Compliance

TECHNICAL SKILLS

Supply Chain Management

Warehouse Management

Procurement & Sourcing

Banking Operations

Legal Documentation

Retail Distribution

Import/Export Compliance

ERP & Inventory Systems

Banking Software (FCRM &
FINACLE)

EDUCATION

SUMMARY

- Over 15 years of extensive experience across supply chain management, procurement, logistics, IT operations, customer service, and legal affairs.
- Strong background in vendor management, procurement strategies, and import/export compliance, reducing costs by taking requisition, quotation, from vendors and then creating then purchase orders up to final step forwarding to accounts for payment, improving Procurement and supply chain efficiency.
- Proficient in ERP systems, inventory control, retail distribution, streamlining logistics and stock management for large-scale operations.
- Extensive experience in banking operations with hands-on knowledge of FCRM and FINACLE, managing daily cash transactions and enhancing customer satisfaction.
- Proven track record in process optimisation, improving administrative efficiency and resource allocation, and saving time and operational costs.
- Demonstrated leadership in managing cross-functional teams, overseeing financial management, and handling complex audit and compliance requirements.
- Adept at customer relationship management, ensuring strong client retention and service delivery in retail and banking sectors.
- Experience in legal documentation and providing legal counsel, with expertise in drafting legal documents and representing clients in statutory forums.

PROFESSIONAL HISTORY

Employed at MarkAI commercial brokers at Deitra City centre From June 2025

DSA CREDIT CARD DIVISION FOR MASHREQ BANK

Self-Employed | Wholesale Milk Distributor

October 2020 – April 2025

- Manage procurement and distribution of dairy products, purchasing large quantities from manufacturers and selling them to retailers, hospitality businesses, and consumers, optimising the supply chain, and reducing costs by eliminating intermediaries.
- Oversee logistics and infrastructure, ensuring efficient stock management and timely deliveries.
- Increased profitability through direct-to-retailer sales and strategic partnerships.

Rspl India | IT Executive

March 2015 – October 2020

- Led the implementation of MSFA software, ensuring smooth operation and training of end-users on billing functionalities.
- Provided comprehensive support for distributors by managing software installation, functionality, and issue resolution to enhance operational efficiency.
- Managed backend operations, including user creation, activation, and maintenance, ensuring system integrity and smooth functionality.
- Gained hands-on experience in creating and managing user IDs and passwords, ensuring secure access and compliance.
- Worked closely with the IT development team to facilitate software development, aligning IT functions with core business requirements.
- Gained in-depth knowledge of Distribution Management Systems (DMS) and MSFA applications, improving supply chain and warehousing operations.
- Designed and implemented training programs using various methods, including hands-on instruction, classroom-led sessions, seminars, and computer-based training (CBT) to ensure effective knowledge transfer.

RSPL Health BD Limited (Ghari Detergent) | Manager - Procurement, Supply Chain Management & Administration

January 2014 – February 2015 | Dhaka, Bangladesh

- Managed procurement of materials, warehouse setup, and administration for operations in

- M.A. in Arts and Political Sciences from Chhatrapati Shahu Ji Maharaj University, Kanpur, in 2007.
- Bachelor of Law (L.L.B.), Chhatrapati Shahu Ji Maharaj University, Kanpur, in 2008.
- B.A. from Christ Church College, Chhatrapati Shahu Ji Maharaj University, Kanpur, in 2005

LANGUAGE SKILLS

English (C1), Hindi

Dhaka, handling large-scale imports from India.

- Set up and managed three warehouses from scratch, implementing inventory systems and ensuring efficient supply chain processes.
- Improved administrative efficiency through process optimisation and cost-effective resource allocation.

Admin Deliverables:

- Managed phone calls, scheduled meetings, and maintained contact lists, ensuring smooth daily operations and effective communication across departments.
- Handled office supply inventory, placed orders, and coordinated equipment maintenance, ensuring optimal functionality and addressing necessary repairs.
- Prepared and monitored invoices, managed travel arrangements, and reconciled expense reports, supporting efficient financial and administrative processes.

RSPL Health PVT Limited (Ghari Detergent) | Manager - Procurement, Supply Chain Management & Administration / Management trainee

December 2013 to March 2014

- Learnt about how RSPL Health Pvt Ltd INDIA (Head office) is handling Procurement.
- Learnt about how procurement, marketing.
- Visited factories and managed the supply chain from India to Bangladesh.
- Visited warehouses to gain insights into the work environment at the head office.

HDFC Bank | Customer Service Manager (Cash)

November 2011 – November 2013

- Managed daily cash transactions for over 300 customers, ensuring accuracy and efficiency in banking operations.
- Led two successful audits, maintaining compliance with banking regulations.
- Enhanced customer satisfaction by cross-selling financial products such as health and life insurance.

ICICI Bank | Customer Service Manager (Cash)

March 2010 – October 2011

- Handled customer transactions and resolved queries using banking systems FCRM & FINACLE.
- Managed cash chest operations, ensuring smooth cash flow and customer satisfaction.
- Improved operational efficiency through adequate inventory and requisition management.

Uttar Pradesh Bar Council | Criminal Lawyer

December 2008 – July 2009

- Drafted legal documents, including notices, petitions, and affidavits for criminal cases.
- Provided legal counsel and represented clients in various statutory forums, enhancing legal strategy and client relations.

Mukul Trading Company 2006 - 2009 (Own Business)

ENTREPRENEURSHIP Skills & Business Handling

- Successfully conducted a market survey for Skin Care Products to understand the customer behaviour.
- Gained a practical knowledge about the Consumer Behaviour related to Cosmetics.
- Analysed and interpreted the reaction of the Cosmetic Chemicals on the skin.
- Established a cosmetics manufacturing unit and lab.
- Launched the production and supply of cosmetics such as shampoos and creams.
- Provided products to salons and hotels.
- Commenced private label manufacturing operations.

Pratap Soap Factory (Own Business) | Managing Director

April 2002 – March 2010

- Directed operations and administration for a leading soap manufacturing business, managing procurement, supplier performance, and stock levels.
- Negotiated tenders and sourced affordable materials, improving supplier relationships and reducing production costs.