

Namrata Hande

Customer Representative
Manager



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Skills

- Certified Internal Auditor.
- Leadership and Team Management.
- Strategic Planning.
- Financial Acumen.
- Process Improvement.
- Analytical and problem solving.
- Communication.
- Quotations.
- Regulatory Compliance.
- Analytical skills.
- Quality control Documentations .
- Invoicing
- Business forecasting.
- Project Management.
- Technological Proficiency.
- Teamwork.

Certifications

Integrated Quality (ISO 9001:2015)
Environmental (ISO 14001:2015) & Health and
Safety (ISO 45001:2018) Management Systems

Education

**Bachelor of Commerce (Account and
Finance)**

Grade: A

Year: June 2024

Summary

- Accomplished Customer Relationship Manager with the experience of over 6.5 years in Supply Chain Management, FMCG, Distribution, Client Communication, Purchase and Sales, Office Administration, Quality control , Coordinator for Retail as well as Wholesale Market
- Direct interaction with the supplier and buyer for the completion of operation activity.
- Proficient in making quotations, quality-related documentation, team communication, and invoices to complete work.
- Experience in distribution operations and retail and wholesale markets.
- As an operations manager, I worked closely with all SKUs of the top FMCG companies, i.e. HCCB, TCl, Bisleri, Adani Wilmar (fortune), Winkies, First cry (Babyhug), Inbisco Mayora India (Malkist & Kopiko).
- Client visits for business expansion
- Internal Auditing.
- Internal Team Handling and managing ongoing operation.
- Team work and Training.
- Inventory management, team-handling, budgeting, forecasting, and audit-related documentation.
- Quality assurance documentation preparation.

Employment Summary

Last Employer: SGS India Pvt Ltd

Duration: November 2022 – July 2024

Designation: Executive

Location: Mumbai, India

Role: Managing daily Operations, Internal Auditing, Quality Control, Compliance, Business Operations, Invoicing, Client Communication. Problem solving & decision making.

Previous Employment Details

Organization	Designation	Duration
Pooja Enterprises	Operations Manager	July'2018 – October'2022
SGS India Pvt.	Executive	Nov- 2022- July 2024

Achievements

Pooja Enterprises- Women of Inspiration Award (for successfully completing the launch of new products (PULSES, SPICES OF TATA SAMPANNA) in the market through solely woman-handled operations

Personal Details.

Date of Birth: 26th September 1996

Languages: English and Hindi, Marathi

Address: Al Bateen, Abu Dhabi, UAE

Marital Status: Single

Passport Details

Nationality: Indian

Passport Number: Z7776170

Expiry: 05-03-2034

Work Experience

- Internal Auditing
- Internal team handling and managing ongoing operation
- Quality Assurance document preparation.
- Reviewing & Managing ongoing operations
- Actively Indulged in invoicing and client communication.
- Managing Stakeholders and Suggesting new ideas as solutions to increase productivity making sure business continuity.
- Change Request Management and Impact Analysis.
- Customer feedback.
- Conducting study of competitions & Analysis of new trends in the market.
- Worked for Top leading retails chain- WALMART.
- Working as a coordinator between team for managing operations and back end team.
- Playing important role in business operation (from beginning to end point of operation)
- Team work and trainings.
- I multitask and gained experience handling multiple clients at a time.
- Extensive work experience in purchasing, business forecasting, team handling, decision-making, and work management
- Direct communication with clients, suppliers, and retailers for smooth operation.
- Client visits for business expansion and rate bargaining for client retention.
- Managing stakeholders and suggesting new ideas as solutions to increase productivity, ensuring business.
- Conducting training programs for the upgrading of team members.
- Root cause analysis.
- Quality control-related work.
- Preparation and review of business forecasts for planning and organizing business plans.
- Conducting studies of competitions and analyzing new trends in the
- Full coverage of the wholesale and retail markets and cost-cutting.
- Inventory management, team handling, budgeting, forecasting, and audit-related documentation.