

# Namrata Hande

**Operations Manager.**

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## Summary

- Accomplished Operation 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

## Skills

- Operational Efficiency
- Coordination and collaboration
- Financial Acumen.
- Process Improvement.
- Analytical and problem solving.
- Communication.
- Quotations
- Regulatory Compliance.
- Purchase order.
- Quality control Documentations.
- Invoicing
- Business forecasting.
- Audit Methodology
- Technological Proficiency.
- Internal Audit Process Documentation.
- Team Handling

## 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 2019

## Achievements

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**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.

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**Date of Birth:** 26<sup>th</sup> September 1996  
**Languages:** English and Hindi, Marathi  
**Address:** Al Bateen, Abu Dhabi, UAE  
**Marital Status:** Single

## Passport Details

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**Nationality:** Indian  
**Passport Number:** Z7776170  
**Expiry:** 05-03-2034

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## Work Experience

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### Operational Efficiency:

- Manage import shipment operations, including pre-alerts, routing orders, bookings, and coordination with clients and airlines.
- Ensure proper and timely documentation for customs clearance.
- Monitor shipment schedules (ATA/ETA) and resolve issues like cargo shortage, damage, and claims.
- Strictly follow internal processes like credit note approval and duty approval

### Customer Service:

- Be the primary point of contact for customers and sales, ensuring timely responses to customer emails
- Build and maintain relationships with clients, ensuring regular communication about shipment status.
- Address and resolve customer complaints and issues, providing timely resolutions.

### Coordination and Collaboration:

- Collaborate with various teams (clearance, finance, DCV team, etc.) to meet operational requirements.
- Work with the origin station or customer support for discrepancies in shipping documents.

### Invoicing:

- Ensure timely and accurate invoicing within 72 hours of shipment completion, avoiding credit notes unless approved by the operations manager.
- Resolve any discrepancies in invoicing promptly.

### Other soft skills:

- Strong customer service orientation, communication, and organizational skills. Ability to manage deadlines and work under pressure while maintaining high accuracy in documentation and operations. Strong problem-solving skills, taking ownership of issues and providing timely resolutions.
- Team player, capable of working collaboratively with other departments and handling customer complaints professionally.