



# RAJESH ALPHONSE

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0554234392

## OPERATIONS MANAGEMENT

*Offering 7+ years of rich and diversified experience; seeking challenging assignments across the industry*

- **Responsible for the planning, organizing, and directing; managing and evaluation of the supply chain/logistics operations in an organization.** Also work with internal and external teams to ensure accurate shipping and delivery schedule for new and existing products.
- Competent and result-oriented professional with experience across **Documentation, Mortgage, Customer Service, Customer Complaints and Enquiries Handling, Report Generation, Liaison & Coordinating.**
- Excellent exposure in interfacing with clients and suggesting to them the most viable suggestions and cultivating relations with them for securing repeat business by mapping their requirements.
- Well-versed in establishing and maintaining healthy business relations with customers, enhancing customer satisfaction matrices by achieving service norms.
- Excellent communication, all-rounded personality, confidence, relationship management, and problem-solving skills with the ability to work in high-pressure environments.

### Achievements

- Credential of receiving **"2 Quarterly Awards"** and **"2 Performance Awards"**.
- Felicitated with **"Champion Guide Award"** for consistently achieving Production and Quality.
- Received **"Service Excellence – Customer Service Award"** for outstanding Customer Service.

## WORK EXPERIENCES

### SOLAS FIRE SAFETY EQUIPEMNT (P) LTD

Jun 2022 – Nov 2022

#### Senor Warehouse & Logistic Executive

- Receiving international cargo of the company and Manage cargo documentation process according to industry standards or sector requirements.
- checking on cargo content to decide on storage plan at warehouse.
- Develop warehouse storage, layout and Material Handling Equipment (MHE) plans.
- Plan the information flow for end-to-end warehouse processes from order initiation to receiving, handling, distribution and storage.
- Develop warehousing standards for quality management systems.
- Coordinate logistics services' operational schedules and Deliver logistics services that meet company requirements.
- Evaluate risk factors that impact efficiency and Analyse innovative logistics solutions that address customer needs.
- Evaluate operational policies, standards, and procedures.
- Supervise teams to support supply chain operations and in other work.

## HIGHLIGHTS –

Project Management

Data Management

Business Development Plans

Adaptability

Team Building Activities

Creative Training

Interpersonal Communication

## EDUCATION

### Bachelor of Arts, 2012

St. Joseph's College Bengaluru, KA

### Technical Skills

- SAP
- Sales Force
- Business Objects
- Share Point
- Citrix - Real Servicing
- MS Office Suites

**Document Controller – Logistics**

- Successfully managing the responsibilities in entire Logistics Operations as a Document Controller managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT.
- Ensure all technical documents, such as reports, drawings and blueprints, are collected and registered in system
- Collect, scan and upload documents following set procedures
- Use SmartSolve Document Management for everyday operations, maintenance and quality control
- Notify personnel of updated document versions and how to access them
- Print and distribute documents as necessary
- Work with documents and records across various departments, including human resources, marketing and construction
- Prepare and publish the Weekly and Monthly Reports to the Management
- Providing effective and timely resolution of a range of customer's complaint on time; handling complex customer queries and complaints.
- Understanding the nature of the issue, creating action plans and coordinating with multiple-resolver teams to drive incidents for resolution

**CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED**

Jul'12 – Oct'16

**Practitioner – CRM Operations**

- Experience in selling solutions, handling large accounts
- Experience of working in a multinational and multicultural environment is an asset.
- Along with previous experience you must have a strong work ethic, competitive drive, and entrepreneurial spirit.
- Direct sales to the corporate enterprises, B2B customers, SME, and other verticals.
- Increase visibility in the allocated territory, projects, and consultants, and system integrators.
- Achieve and exceed agreed budgeted sales and margin, while managing the development of new and existing customer base within the appointed geography.
- Develop new customers and maintain the same.
- Develop new business, marketing, technical sales presentation and client relations for strategic and large accounts across the industries for end to end visual display related hardware and software solutions.
- Identify latest project and market information through industry sources and regular customer visits.

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**Date of Birth:** 28<sup>th</sup> December, 1989**Address:** #408, Sunstar 2, CBD15, International City, Dubai**Languages Known:** English, Kannada, Malayalam, Tamil & Hindi**References:** Available on Request