**** **ABHIJIT MANDAL**

**Major Accounts & Operation Specialist**

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+971 588692136

Elite Building, AC Market Street, Al Rigga, Deria, Dubai,UAE



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**(Foundation / Planning / Execution & Control)**

**SNAPSHOT**

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A seasoned professional with over 20 years of experience in accounts, commercials, warehouse management, logistics Major Accounts, material management, and client servicing across India, Saudi Arabia, and Qatar. A skilled communicator with strong decision making, interpersonal, team building, presentation, and analytical skills. A goal-oriented and service-oriented leader with expertise in business communication and corporate objectives.

**PROFESSIONAL SKILLSETS**

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| Business Accounts & Finance Management | Budgeting and forecasting | Negotiation and contract management | MIS Reporting |
| Strategic Planning | Supply Chain Planning | Operation & Cost Analysis | Team leadership and coordination |
| Effective communication & conflict resolution | SAP, MS Dynamics-AX, ACCPAC, GEMS | End-to-End Logistics Management | Key Account Management |

**CAREER RECITALS**

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|  | **i Haul Logistics Solution, Bangalore, India**  **Senior Manager, Sales & Operation**  i Haul Logistics Solution is a logistics company that uses mobile apps to deliver industrial goods in Bangalore, India. The company offers low-cost, fast, and secure shipments for SMEs and manufacturing sectors. The company also provides insurance, alerts, and billing services for its customers and drivers. | Jul 2017  –  till date |

**Duties and Responsibilities:**

* Lead and manage the sales and operation teams to achieve the company's revenue and growth targets
* Develop and implement sales strategies, processes, and systems to optimize the sales performance and customer satisfaction
* Monitor and analyze the sales data, metrics, and KPIs to identify trends, opportunities, and challenges
* Provide coaching, training, and feedback to the sales and operation staff to enhance their skills and performance
* Collaborate with the marketing, IT, finance, and HR departments to ensure alignment and coordination of the sales and operation activities
* Manage the relationships with key customers, suppliers, and partners to ensure long-term loyalty and retention
* Research and evaluate the market trends, competitors, and best practices to identify new business opportunities and areas for improvement
* Prepare and present sales reports, forecasts, and budgets to the senior management and stakeholders

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|  | **ARASCO, Saudi Arabia**  **Logistics Planner**  ARASCO is a food supply and security company in Saudi Arabia and the Middle East. It has six business units for animal nutrition, poultry, food ingredients, food analysis, agricultural and veterinary products, and logistics. ARASCO is a leader in animal feed production and sustainable food practices. It uses renewable resources and saves water to protect the environment. | Jul 2013  –  Mar  2017 |

**Duties & Responsibilities:**

* Plan and coordinate the transportation of food products and materials across companies warehouses
* Optimize the supply chain processes and ensure compliance with quality and safety standards
* Monitor and analyze the inventory levels, demand forecasts, and delivery schedules
* Communicate with suppliers, customers, and internal departments to resolve any issues or delays
* Prepare and maintain reports on logistics performance, costs, and KPIs
* Research and implement new technologies and best practices to improve efficiency and sustainability in logistics
* Collaborate with other live stock logistics planners and managers to develop and execute strategic plans and projects

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|  | **Shapoorji Pallonji Ltd, Doha,** **Qatar**  **Procurement & Cost Analysis**  Shapoorji Pallonji Ltd is a private engineering and construction company in Qatar and the Middle East. It belongs to the Shapoorji Pallonji Group, a global and diversified organization. It has done many projects in Qatar, such as convention centers and stadiums. It also works in food, water, energy, and logistics sectors. It ensures quality, safety, and sustainability in its projects. | Feb  2011  –  Dec  2012 |

**Duties & Responsibilities:**

* Determine the supply needs and research potential suppliers for the engineering and construction projects in Qatar
* Communicate with internal departments and suppliers to ensure the quality, performance, and delivery of the products and services
* Source and test product samples and document the features and benefits of the products and services
* Prepare cost-benefit analysis reports for review by managers and negotiate favorable procurement contracts with selected vendors and suppliers
* Document the processes and generate monthly supply cost reports for the projects
* Monitor the company's demand for products to avoid supply shortages and excess inventory
* Keep abreast of the vendor and supplier-related activities and trends in the industry
* Research and implement new technologies and best practices to improve efficiency and sustainability in procurement

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|  | **Alyaf Industrial Company Ltd., Saudi Arabia**  **Warehouse Supervisor (WMS system)**  The company makes nonwoven geotextiles and technical nonwovens in Saudi Arabia. It has its main office in Dammam, in the Eastern Province. It uses advanced nonwoven technology and high-quality raw materials from the local petrochemical industry. It makes various products for different uses, such as civil engineering, environmental protection, agriculture, and industrial sectors. | Oct  2008  –  Dec 2010 |

**Duties & Responsibilities:**

* Supervise and coordinate the daily activities of the warehouse staff and ensure the efficient and safe operation of the warehouse
* Manage and report on the warehouse productivity, inventory levels, and quality of goods using the warehouse management system (WMS)
* Track and coordinate the receipt, storage, and delivery of goods and materials using the WMS
* Order supplies and maintain suitable inventory levels using the WMS
* Check orders, bills, items received, inventory, and deliveries for accuracy using the WMS
* Maintain records, documents, and reports related to the warehouse operations using the WMS
* Ensure compliance with the company's policies and procedures and the local and international laws and regulations
* Perform daily inspections of the warehouse grounds and equipment and ensure basic maintenance standards
* Communicate and coordinate with other departments and customers regarding the warehouse operations
* Train, coach, and evaluate the performance of the warehouse staff
* Develop and implement warehouse processes and procedures to optimize efficiency and sustainability

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|  | **Gati Limited, India**  **Assistance Manager- Sales & Operation**  The company provides express distribution and supply chain management solutions in India and abroad. It has its headquarters in Hyderabad, Telangana. It offers services such as surface and air express logistics, warehousing and supply chain, air freight and e-commerce. It covers more than 19,800 PIN codes and 735 districts in India and has a presence in Asia Pacific region and SAARC countries. . | Apr  2002  –  Sep 2008 |

**Duties & Responsibilities:**

* Assist the Sales Manager in overseeing and managing the sales and operation teams, ensuring that they meet or exceed the sales targets and customer expectations
* Develop and implement sales strategies, processes, and systems to optimize the sales performance and customer satisfaction
* Monitor and analyze the sales data, metrics, and KPIs to identify trends, opportunities, and challenges
* Communicate and coordinate with internal departments and external partners to ensure the smooth delivery of products and services
* Recruit, train, and motivate the sales and operation staff, providing them with feedback and incentives
* Ensure that the sales and operation teams comply with the company's policies, procedures, and standards
* Resolve any issues or complaints that arise during the sales and operation process
* Prepare and present sales reports, forecasts, and budgets to the Sales Manager and other stakeholders

**EDIFICATION & CREDENTIALS**

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* Completed Master in Business Administration (MBA) on March 2022 – specializations Marketing & Finance
* Completed Bachelor of Commerce (BCom.) on 1995 – specialization in accounts

**IT KNOWLEDGE**

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* MS Windows, MS – office suit, Chat GPT
* SAP-Warehouse Management System
* Microsoft Dynamics AX – Accounts & WMS module
* ACCPAC- Accounts module
* GEMS – Accounts, Major Account module

**ADDITIONAL INFORMATON**

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* Spoken languages: English, Hindi, Arabic, Bengali

**INTERESTS & HOBBIES**

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Reading, Music, Volunteering, Football & Cricket.

**PERSONAL DOSSIER**

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Father’s Name : Ajit Kumar Mandal

Nationality : Indian.

Marital status : Married

Passport details : M5510825 (Valid till Feb - 2025).

Residential Address : House No. B-1538, Sector-2, HEC Colony, Dhurwa Ranchi, Jharkhand-834004, India.

**DECLARATION**

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I hereby declare that information given above is true and correct to the best of my knowledge and belief.

Date: ……………………….. Abhijit Mandal