

## SHIRSHENDU GHOSHAL

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Address: INDIA, PO Box No. 700090



### CAREER SUMMARY

- Proactive and results-oriented professional with **8+ years** of hands-on experience in **charting out effective strategies in logistics operations and customer retention across diverse sectors**; Verifiable talent in optimizing solutions, leveraging understanding of supplier economics, market and business strategies. Profound knowledge of MIRSAL 2, the CRM for document declaration for logistics in UAE; Conversant with requirements for shipments in war zone areas.
- **Domain Expertise:** Logistics Management, Operations, Freight Management, Customer Management.

### PROFESSIONAL ACHIEVEMENTS

- Promoted to the position of Senior Operations Executive from Executive level at Famous Shipping & Logistics LLC, Dubai, UAE within 2 years of joining the organization in the year 2013-2014.
- Augmented client relations by collaborating with senior management to streamline customer shipment tracking methods.
- Played a key role in smoothening the start and end process entailing shipment acquiring, dispatch, delivery and payments.
- Streamlined old and new cases managed by company by creating system files for the office
- Optimized costs by effective management of cash books ensuring proper operation of expenses.
- Consistently involved in task allocations, trainings and team development to ensure peak performance.

### CORE COMPETENCIES

- Logistics Solutions & Operations
- Improvement
- Supply Chain Coordination
- Project Management
- Business Development
- Policies and Procedures
- Implementation
- Marketing Support Collaterals
- International Agents Development
- Custom Policies and Documentation
- Cost Optimization
- Client Relationships & Acquisitions
- Cross-Functional Team Coordination
- Inter-personal Skill

### CAREER HISTORY

#### WHISPER MEDIA PTE LTD JAKARTA – INDONESIA

##### OPERATIONS MANAGER

Jan 2017 – Feb 2018

##### Job Responsibilities

- Driving the day-to-day operations while identifying the various process improvements.
- Team training and management of the staff.
- Customer relations and problem solving to ensure the effective delivery of the products.
- Devising the marketing planning for the team to tap new business.
- Assessing the marketing strategy for the customers and coordinating with the creative division to capture new business and retain the existing customers.
- Providing the quotes and the addressing any concerns of the customers.
- Liaising with the creative, vendors, finance and marketing team to reach the deadlines set for each campaign.
- Direct and third-party vendor management to ensure best costing is achieved.
- Competitor analysis, mystery shopping and providing feedbacks to the marketing and finance teams which helped them in product development and pricing strategy.

#### FAMOUS SHIPPING & LOGISTICS LLC - DUBAI, UAE

##### LOGISTICS OPERATIONS MANAGER

May 2011 – Jul 2016

##### Job Responsibilities

- Successfully optimized costs through implementation of effective solutions.
- Sustaining / building up the logistics network to ensure timely distribution of the products, monitoring availability of stock as well as making appropriate arrangements to ensure on time deliveries.
- Increase the network of offshore agents in the port areas for dispatch and building cost efficiency
- Managed the direct and third-party vendors to ensure timely packaging, dispatch and delivery.
- Ensured team was trained and stayed compliant to the updated on government regulations, and legalities.
- Developing leads and identifying potential clients through networking, online research and references to increase business. B2B and B2C offers and promotions to increase revenue.
- Revived inactive clients and regained old business for the company.
- Instrumental in on time dispatch of a shipment to Afghanistan held up in local airport after speaking to the local custom officials in tandem with the head office.

**Job Responsibilities**

- Distinction of holding onsite client meetings and successfully resolving their issues through demos.
- Resolved client technical requirements in a prompt manner
- Efficiently designed and developed online marketing collaterals like brochures, fliers and presentations.

**TRX TECHNOLOGIES PVT LTD - BANGALORE, INDIA**  
**PROJECT TRAINEE**

**May 2008 – Jan 2009**

**TECHNO SOFT PVT LTD, PUNE, INDIA**  
**TRAINEE**

**Oct 2006 - Aug 2007**

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**EDUCATION**

- **MBA (Information Technology)** from **Institute of Business Management & Research, Pune** in **2006**.
- **B.A** from **Delhi University, New Delhi, India** in **2003**.

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**TECHNICAL SKILL**

- **Operating Systems:** Windows 7 / 8 / 98 / XP / 2000 / NT Server
- Proficient with office tools

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**PROFESSIONAL PROFICIENCY**

- Basic Settings for Enterprise and Organizational Structure
- P2P Process (Procure to Pay)
- Master Data Management: Material master, Vendor master, Purchase Info Record, Source List
- Document Generation: PR (Purchase Requisition), PO (Purchase Order), RFQ (Request for Quotation)
- Goods Receipt and Invoice Verification
- Inventory Management
- Pricing Procedure and Account Determination

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**CONFIGURATION SKILLS**

- Material Master Data: Defining views, number ranges, material groups, material types, field selection groups
- Vendor Master Data: Field status for vendor account groups, partner determination schema, account groups, partner functions
- Document Types and Number Ranges: Configuration for internal and external purchasing documents (PR, RFQ/Quotation, Purchasing Info Records, Purchase Orders)
- Inventory Management Settings: Configuration for goods receipt, invoice verification

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**SKILLS**

- Procure to Pay Cycle
- Inventory Management
- Microsoft PowerPoint and Excel
- Project Management
- Communication
- Attention to Detail
- Time Management
- Adaptability
- Problem Solving
- Teamwork
- Creativity

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**CERTIFICATION**

- Certificate in SAP MM from Interface ERP Academy, Kolkata
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## EXECUTIVE SUMMARY

- **Exposure:** A proactive individual who can rapidly identify business problems, formulate plans, initiate change and implement effective logistics and operations strategies for profitable business growth.
- **Expertise:** A strategic planner & implementer with expertise in initiating, planning and implementing various logistics systems & procedures to achieve corporate business targets through operational excellence. Forecasting and meeting supply chain requirements to ensure smooth operational activity.
- **Highlight:** 360 degrees hands-on exposure to managing diverse projects and completing them with all key deliverables within stipulated time and budgets.
- **Proficiency:** Skilled in interacting with clients, understanding their needs and devising customized solutions, thereby maintaining complete customer satisfaction and creating opportunities for repeat business
- **Capability:** Keen analytical acumen, capable of generating accurate documents and reports on a regular basis and escalating the same to top management for further decision making.
- **Leadership:** Possess leadership qualities with skills in recognizing and accelerating peer's strengths and building powerful teams that can turnaround the overall business

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## STRENGTH

- Effective Communication
- Adaptive ability and Learning attitude
- Analytical skills
- Leadership skills
- Commercial Awareness
- Result oriented, Creative and Self Motivator

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## PERSONAL PROFILE

Date of Birth	:	8 <sup>th</sup> Jan,1981
Language Known	:	English,Hindi,Bengali
Nationality	:	Indian
Marital status	:	Single
Passport No	:	R2327910
Gender	:	Male
Native Place	:	Flat no A-1 2/28 TN Chatterjee Street Kolkata -700090

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