

TAPESH KUMAR
(Inventory Specialist)
MBA – (IB & Operations)



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Dubai (United Arab Emirates)
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Professional Summary

Result oriented professional with almost 4.10 years of experience in the field of **Supply Chain, Ecommerce, Logistics & IT Industry** experience with diversified industries.

Areas of expertise

- SCM & E-commerce
- Customer Relationship
- Vendor Management
- Pre-sales Management
- OMS – Digital Transformation
- WMS – Warehouse Operations
- Digital Transformation

Achievements and Awards

- INSTA AWARDS – Infosys Ltd.
- R & R of the Month – AAJ Enterprises Pvt. Ltd.

Certificate

- ✓ IBM Commerce on cloud - **Infosys Limited**
- ✓ Omni Channel Overview- **Infosys Limited**
- ✓ Sterling OMS – **Infosys Limited**
- ✓ Infosys Global Agile Developer Certification- **Infosys Limited**
- ✓ Export Import Clearance Procedure – **MSME Technology**
- ✓ Sea Cargo Management – **MSME Technology**

Working Experience

Infosys Ltd.

Inventory Controller (E-commerce Channel)

06th June 21 - 16th June 23

- Process and manage customer orders efficiently, ensuring accurate product selection, pricing, and availability.
- Respond promptly to customer inquiries via various channels (email, chat, phone) regarding order status, product information, and shipping details.
- Address and resolve customer complaints, concerns, or issues related to orders, deliveries, and product quality in a professional and empathetic manner.
- Collaborate with the supply chain team to ensure timely order fulfillment, accurate inventory levels, and smooth logistics operations.
- Coordinate with logistics partners to ensure accurate and on-time shipments, provide tracking information to customers, and address any shipping-related issues.
- Collaborate with different teams such as marketing, sales, and warehouse to improve the overall customer experience and resolve issues effectively.
- Identify opportunities to upsell or cross-sell products based on customer needs and preferences, contributing to revenue generation.
- Meet or exceed performance metrics such as response times, customer satisfaction scores, and order accuracy.
- Identify areas for process optimization within customer service, order management, and supply chain operations to enhance efficiency and customer satisfaction.

Grofers India Pvt. Ltd.

Senior Inventory Executive (Business Operations)

21st Sept 20 - 26th May 20

- Responsible for overall Shift Planning & Management
- Manage end to end warehousing operations outbound operations
- Manage Fulfilment center activities: Picking, QC, Packing & Shipping
- Lead, manage and mentor a large and diverse team of associates in inbound department within a very fast-paced and high-volume environment.
- Manpower handling in a very dynamic conditions and Managing Flow.
- Work closely with different departments such as customer service, procurement, and logistics to optimize warehouse operations and enhance customer satisfaction.

- ✓ Executive Briefing on Lean Six Sigma- **IIM Ahmedabad**
- ✓ Quintessential social media skills required for Business Students - **PIM Gwalior**
- ✓ Analytics Individual Qualification - **GOOGLE**
- ✓ MS OFFICE - **CEPTA ,DELHI**
- ✓ Lifting Tools & Tackle – **TATA Steel**
- ✓ Fundamental of Digital Marketing – **GOOGLE**

Skill-Set

- Intrapersonal Skill
- Problem Solving
- Strong Work ethics
- Critical Thinking
- Handling Pressure
- Management

Language

- English
- Hindi
- Maithili

Delhivery Pvt. Ltd.

Inventory Executive (Logistics Operations)

13th Jan 20 - 05th Sep. 20

- Manage inbound and outdated product.
- Interpersonal skills, ability to deal with people at all level.
- Lead and develop a team of planners to exceed customer's expectation of spare parts availability and delivery.
- Root cause analysis and problem resolution for all inventory and logistics operational issues.
- Act as a point of contact and escalation for 3PLs and freight forwarding partners.
- Determines sequence and release of unfilled and back orders according to stock availability & production.

AAJ Enterprises Pvt. Ltd.

Warehouse Inventory Executive (Business Operations)

03rd August 18 - 26th November 19

- Collaborate with logistics partners to arrange shipments, track packages, and address any shipping-related concerns that customers may have.
- Interact with customers to provide order updates, address inquiries, and resolve issues related to order fulfillment and delivery.
- Maintain records for inventory accuracy trends, inventory reconciliations, and inventory audit.
- Conduct quarterly 3PL operational audits
- Ensure all system inventory transactions are correctly and accurately recorded in WMS.
- Guide and train team of cycle counters to maintain inventory records.

Academic Qualifications

- **Master in Business Administration (MBA)**
Operations & International Business
Dr. A.P.J. Abdul Kalam Technical University
Lucknow, UP (2018-2020)
- **Bachelor of Business Administration (BBA)**
Chaudhary Charan Singh University Meerut,
UP (2015-2018)
- **Bihar Senior Secondary Examination Board**
RM College Saharsa, Bihar (2013-2015)