

Santosh M. Mishra.
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Dubai.



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Objective

I believe that grind and immense learning in the formative years of my career will help me achieve my objective and goal.
Looking forward to join progressive organization offering challenging environment.

Academic Qualifications

EXAM	BOARD	MONTH & YEAR	CLASS
H.S.C	UNIVERSITY OF MUMBAI	Feb-2010	Second Class
S.S.C.	UNIVERSITY OF MUMBAI	Mar-2008	Second Class

Work Experience

Name of the company : **Sawlani Real Estate LLC**
Designation : **(Office Administrator)**
Country : **Dubai (UAE Currently working)**

Responsibility :

- Arranging and scheduling appointments, meetings, and events
- - Basic knowledge of accounts and proficiency in MS Office Applications
- - Knowledge of real estate and property rules and regulations
- - Creating, editing, updating, and publishing listings on Property Finder Expert, Bayut, etc.
- - Making Tenancy Contract As per area with different addendum.
- - Making of DLD Trakheesi Electronic Permit for listing property.
- - Marketing and admin support
- - Day-to-day tasks in the real estate industry
- - Experience as a Virtual Admin Assistant in real estate
- - Organizational and communication skills
- - Proficient in Microsoft Office, Google Workspace, etc.

Work Experience

Swiggy Instamart Pvt.Ltd (Store manager) (May 2022 to till November 2023)

Key Responsibilities:

- Recommend and advise on best practices of picking and packing to improve Cx experience.
- Advise partner stores on mechanisms/ processes leading to correct picking/ packing/ billing of Cx orders using appropriate tools and dashboards.
- Guide partners on proper usage of dashboards and other portals to prevent any inaccuracies leading to Cx impact.
- Assess the quality of Pods on cleanliness, hygiene and DE issues and suggest measures to enhance smooth Ops leading to better Cx experience.
- Advise partner stores on speed perception and order fulfillment. Recommend best practices of the same to improve Cx.
- Provide recommendations to partners for continuous improvement on delivering best Cx metrics.
- Provide recommendations on the training aspects required to deliver/improve Cx metrics.
- Provide recommendations to the partners regarding the change in demand pattern/ spike in order volumes due to holidays/ peak season and suggest/ propose measures to prevent any Cx impact.

People Management

- Manage time and attendance for operatives within area of responsibility and support supervisor with people management issues
- Communicate with staff on a regular basis to make them aware of priorities, targets and operational requirements
- Support with recruitment and train staff as well as monitor performance and progress to ensure targets are met
- Report progress updates, key achievements and any concerns to the Warehouse Supervisor and/or Manager

Relationship Management

- Liaise with customers, suppliers and transport companies as and when required in a timely way

Self Management

- Comply with the Health, Safety and Environmental Policies
- Assertive, resilient and welcomes change
- Engages interest and participation of others and has a collaborative approach to working with others
- Proactively contributes to the team and actively committed to teams development
- Is self aware and optimistic
- Shows moral courage, openness and honesty in all dealings

Work Experience

Name of the company : **Supr infotech Pvt Ltd. (Supr daily)**
Period : From July 2018 to May 2022.
Designation : Team Leader (**Got promoted to Senior Team Leader**)
Country : India.

Job Profile

(Senior Team Leader.)

Responsible for the Last Mile operations metrics of the shift. Take care of stock received and stock outward.

Ensures quality check of all Product and ensure zero missing product with value and count. Preparation of various MIS reports like Inbound, outbound, RTO and Delivery reports.

Responsible for arranging maximum deliveries within TAT.

Monitor the Non-Delivery product and finding solutions for reducing monthly non-Delivery product %.

Handling a team of support staff & delivery boys.

Educating the staff about the importance of shipment handling and the work they perform. Create a sense of ownership for managing the hub

Ensuring process are followed to minimize losses at hub

Responsible to achieve daily, weekly & monthly set targets

Respond, manage & resolve end to end customer queries

Identify training needs, plan and train staff, ensure updated procedures are in place and updates are cascaded to the team timely

Drive performance and accountable in delivering SLA/KPI's

Manage 3 Team Leader and a team of about 15 members

Work Experience

Name of the company : **Cibco Global LLC.**
Period : From May 2016 to Apr 2018.
Designation : Warehouse Assistant Manager.
Country : Dubai.

Job Profile

- Responsible to manage the Warehouse operations and submission of daily Operations Reports
- Responsible of all stock management (inward & outward)
- WH Team management
- Handling service teams & their performance leaves and salary reports.
- Internal & External Transfer of stocks.
- Setting up process line to keep track of inventory.
- Cash Management Banking and Cash book maintenance. Compile the Cash books & Expense reports of West regional bases and share on daily basis.
- Develop and monitor procedures for safety and security of warehouse environment and stock

Work Experience

Name of the company : **9 Step Solution**
Period : From 13 Jan 2014 to 31 March 2016
Designation : Warehouse Executive
Country : India

Job Profile

- Booking inward of material received through purchase.
- Shipment tracking.
- Analyzing the shipment details and value.
- Client query handling.
- Arranging dispatches, co-coordinating H.O. for arranging dispatches.
- Co-coordinating with couriers and transporters for pickup and deliveries.
- Maintaining Inward Outward register.

Achievement And Awards

Received best Team leader awards for Three times. Appraisal for Team leader to Senior team leader.

We have won the BEST HUB Award 3 Times .

We have won cricket championship winner 2019 in supr champion league

Skills

Transportation schedules

Vendor relationship management

Resource management

Excellent time management

Quality management systems knowledge

Supply chain and resource management

Warehouse and manufacturing operations

Materials life cycle

Trip planning

General Information

Date of Birth : 17th Nov, 1989
Marital Status : Married
Language known : English, Hindi and Marathi.
Current Visa status : Employment

Declaration

I hereby declare that all the statement made above are true, complete and correct to best of my knowledge and belief.

Date:

Place: Mumbai

(Santosh M. Mishra)