



Saravanan R

Operations and supply chain

Targeting assignments preferably in UAE

 rsaravanan.arul@gmail.com

 0554739391

KEY SKILLS

Operations Management

Quality Assurance & Customer Compliance

Purchase and Inventory

Accounts Receivable & Reconciliations

Credit and Dispute Management

Budgeting & Cost Optimization

People Management & Resource Planning

Training and Time-management

Continuous Process Improvement

MIS Reporting & Documentation

EDUCATION

B.E in Computer Science & Engineering
with 71% from Dr. N. N. College of Engineering, affiliated to University of Madras, in 2004

SOFT SKILLS



Communicator



Collaborator



Thinker



Innovator



Intuitive



PROFILE SUMMARY

- Result-oriented professional, with over 18 years of experience in Administration and Operations Management comprising 12 years of experience in operational excellence, Supply chain, risk management, team management, and client relations with expertise in mentoring a team with 40 members, driving them towards process efficiency while monitoring the end-to-end systems of divisions (the head office and the Indian branch office)
- Superiority in driving operational excellence set as a standard by the clients and complying to the SOP as well as in designing and streamlining processes to ensure smooth functioning of the business operations
- Long Standing Experience in Business Operations and Systems. Strong skills in negotiating, relationship building, problem solving, and timely problem escalation.

Operations and supply chain Manager

Prompt Computers LLC, Dubai - May'2019 –Nov'2022

- Responsible & Accountable of day-to-day branch operations, managing a team of operational Team Leads and members, and ensuring the achievement of key performance indicators (KPIs) and service level agreements (SLAs) to business.
- Adept in looking after project operations involving feasibility studies, enquiry generation, techno-commercial discussion, tendering, Inventory, order execution, collection of receivables and rendering after-sales service
- Handled End to End Supply chain process and Operations within 2 Offices, service center and warehouse
- Proudly Leading Diverse team of 40+ employee, multi nationalities, different locations and work streams
- Ensuring end to end OTC process like Customer service, Customer Management, Product pricing, Purchase, Invoicing (product billing, service contract billing, billed work billing, Integrated Billing), collections, dispute resolution and Procurement and Accounts Payables (P2P)
- Make sure the accounts receivable process, as per credit policies with on time
- Maintain and support improvement of the 'Credit Management' process, policies and procedures in collaboration with key stakeholders - Finance Business Team & clients
- Identified needs for training and conducting regular training sessions for new joiners as well as team members
- Motivating all team members and ensuring that they are meeting performance goals and delivering exceptional customer support and meet operational targets
- Review and analyze each department Performance metrics, like average handle time, deserted rate, and customer satisfaction, and provide solution to corrective when necessary
- Address root causes to dispute management and seek continuous improvements constantly look for ways to improve work processes
- Conducting meeting with business managers and stakeholders and internal team leads to improve the Business process and quality.
- Reporting all performance activities to Top Management by regularly



IT SKILLS

- Accounting-QuickBooks
- MS Office & Windows
- Advanace Excel
- Tally
- TrackingTools:Kickserve,Sos Inventory



KPI

- Accounts Receivable Turnover
- Purchase Order Accuracy
- inventory and projects
- Invoicing and Disputes
- service Process Quality



PERSONAL DETAILS

Date of Birth: 13th June 1982

Languages Known: English, Tamil, Hindi

Current Location: Chennai, India

Key Result Areas:



Strategy & Planning:

- Driven operational and strategic planning for the team assigned, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.
- Development of sourcing strategy like where to buy, considering demand and supply situation, minimizing risk and cost
- Benchmark, analyze and make recommendations for the end to end process improvements.



People Management:

- Managing the deployment and monitoring of resources in performing the various tasks assigned.
- Managing staffing, including recruitment, supervision, scheduling, development, evaluation, and necessary actions.
- Coordinating with other operation teams for carrying out day to day to activities and ensuring that the operations run smoothly.
- Training to fully understanding the needs of customers and then providing creative solutions to meet



Purchase and Inventory:

- Managing overall foreign and local purchases across procurement functions, Continuous improvement and re-evaluation of purchasing activities
- Acquiring and maintaining key vendor and supplier relations to accomplish defined goals.
- Steering effective negotiations with suppliers, planning and placing orders, finalizing payment terms and ensuring proper follow-ups till stock receipt.
- Monitoring stock control and ensuring all reporting relating to inventory.
- Defining appropriate processes to enhance logistics/stock movement, inventory control and operational efficiency.



Invoicing and Collections:

- Generating, reviewing & shares invoices including validation against commercial terms
- Maintaining accurate records of all incoming payments and track collections against invoices
- Regularly reviewed and reconciled of customer accounts and pending invoices
- Ensuring correct recording of invoices & collections in the Quick books. Promptly address inquiries from internal stakeholders and customers



Reports:

- Responsible for closing the billing and accounting in the stipulated timeline each month
- Verified relevant inputs to ensure that all data has been properly captured for accurate revenue calculation
- Ensuring timely and accurate calculation and accounting of revenue in the Quick books
- Provided inputs for preparation of revenue forecasts, budgets, variance analysis as well as support for monthly closure & audit related activities



CAREER TIMELINE

VAP Solutions: Reliance Communications, Chennai

Dream View Technical Services LLC., Dubai

Sep'04-Apr'07

Apr'07-May'09

Jul'09-Oct'10

Jan'11-Nov'22

Reliance Communications Ltd. (RHRS), Chennai

Prompt Computers LLC, Dubai & India Branch

WORK EXPERIENCE

Jan'2011 – Nov'2022: Prompt Computers LLC

Growth Path:



CORE COMPETENCE

- Good Oral & Written Communication skills in order to handle the client queries
- Good Domain knowledge in Accounting
- Sense of responsibility initiative and high quality work standards
- Enthusiastic, motivated, self-starter, pro-active and team player
- Open to Shifts and travel
- Good IT System skills
- Ability to work under pressure and stretched deadlines
- Excellent time management with high level of attention to detail

SIGNIFICANT ACCOMPLISHMENTS

- Strategized & enhanced the business by five times compared to the position in Jan'11
- Established & delivered annual cost reduction of spend by 30 %
- Implemented continuous improvement in OTC process that boosted entire operations efficiency by 40%
- Accelerated the growth of the organization by maximizing customer satisfaction through significant reduction in failure
- Appreciated by the Dubai Police Department as the Best Customer Support, Dubai
- Honored by the management as **Branch Manager** as well as **Top performer** recognition award for exceptional ability to demonstrate leadership in complex operational environments, able to establish clear vision of work goals and guide others towards achieving said goals



PREVIOUS EXPERIENCE

Jul'09-Oct'10: Dream View Technical Services LLC., Dubai as Admin Executive

Apr'07-May'09: Reliance Communications Ltd. (RHRS), Chennai as Team Leader – Broadband Wireline Network

Sep'04-Apr'07: VAP Solutions: Reliance Communications, Chennai as Field Sales Associate - Broadband Wireline Network