

RESUME

SathishKumar S

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Objective

To work in an organization where I can provide some valuable inputs that will help the organization in achieving its goal and also me in achieving my goals.

Work Experience

Company : FedEx TSCS Ind Pvt Ltd,

Role : Team Lead - Operations

Period : Aug 2017 to Dec 2021

Job Profile:

- Taken care of both inbound and outbound operations at FedEx Guindy air hub.
- Managed the team of over 12 members in both AM and PM Operations.
- Coordinate communications with other departments and external parties whenever required.
- Prepare correspondence, document revisions, copies, outgoing/incoming mail and courier and distribution of documents.
- Look after air hub location, responsible for the smooth functioning of the company.
- Responsible for day to day operational performance of our location.
- Acting as one point contact for specific Operational/administrative matters like Duty Roster, maintenance, and repairs of company's assets, logistics and courier services, procurement, storage and issue of stationeries.
- Ensuring that client's invoices are processed on a timely basis; Ensuring that departmental suppliers are always available.
- Meet the cut-off timing set for the different vehicles shuttle.
- Be the one point contact for all coloaders with regards to the daily operational issues.
- Attend the customer request on time.
- Focus on the performance issues wherever necessary.
- Train and assist team members in order to complete the assigned task.

Company : GATIKWE PVT LTD
Chennai

Role : Sr. Executive - Operations

Period : From Aug 2012 – Apr 2017

Job Profile:

- As Part of Logistics support to Ford Motors, a leading multinational auto maker, my responsibilities includes

- Supply of Ford's spare parts to different dealers in India and SAARC countries and reporting it to operations manager.
- Handling all dealers' queries to the ford parts.
- Responsible for answering all the queries of the regional managers and other ford officials regarding the dealer performance, dispatch of parts, etc.
- Complete tracking of the dispatch of the parts and co-coordinating with the transporter for the dispatches of parts on time and pass on the dispatch details to the dealers.
- Preparing various reports that depicts the performance of the dealers.
- Lead the meetings conducted once in a month with the parts manager and the supply analyst regarding the service performance and the revenue trend for the previous month.
- Prepare and send the daily reports to Ford team
- Receive invoice copy along with POD from GA. Check if Invoice is for PDC.
- Check with supply analyst whether material is form PDC. If yes ask security to allow the material.
- Check the part physically with respect to the invoice and get the remarks in the pod, if any.
- If the parts received in damage/Short condition, arrange a surveyor to ascertain the loss value and issue the OBN.
- Receive the claim form from dealer.
- Check if claim form is filled correctly and all necessary documents are attached.
- Load the claim details into system and claim register number generated by the system is noted in the claim form.
- Investigate the claim (Is all the things are correct means then the claim will be approved otherwise it will be rejected).
- Issue the damage certificate which will be submitted to insurance companies to get the loss value as claim.
- Receive Shipper, Invoice and material from warehouse.
- Check all the material for correct part number, quantity and dealer.
- Inform Shipping team about the error and rectify the mistake, if any.
- Weigh the box and note down the weight on the box.
- Calculate the charge wt based on the dimension of the boxes
- Once permit received prepare docket, sticker and scan the material after pasting the sticker.
- Fragile sticker will be pasted specially for fragile items.
- Once done, load all the material in the vehicle.
- Prepare the gate pass and it will be handed-over to GA along with the doc's.
- Need to maintain OTA and OTD on daily basis for smooth Operations.

Skills:

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- Customer Service
 - Interpersonal & Communication Skills

Professional qualification:

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- Did MBA from **Bannariamman School of management studies, Erode** in 2010.
 - Graduated in BE (EEE), from **Jayam College of Engg and Technology**.
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Technical Qualification:

- M.S. OFFICE
- INTERNET SURFING
- DUC.

Personal Detail:

Date of birth	-	14 th January 1986
Nationality	-	Indian
Religion	-	Hindu
Marital Status	-	Single
Language Known	-	Hindi/English/Hindi (Intermediate)
Expected CTC	-	Negotiable

Date:-.....

Place:-.....

(SATHISHKUMAR S)