



RAJAN ARYA

CUSTOMER SUCCESS MANAGER | LOGISTIC MANAGER DUBAI +971-582980649

◦ DETAILS ◦

Dubai
+971-582980649
rajanarya.arya2@gmail.com

◦ SKILLS ◦

Customer Relationship Management

Procurement Management

Supply Chain Management

Time Management

Team Working

Logistics Operations

Automation

Customer Service

Impact Analysis

Customer Retention

Transportation Management

Quality Management

◦ LANGUAGES ◦

English



PROFILE

Dynamic professional with 7+ years of experience in Customer Success, Logistic Management, Supply Chain, Import-Export. Skilled in leveraging advanced data analytics tools like Jira, Power BI, and Excel to optimize lead life cycle management, enhance training programs. Adept at collaborating with cross-functional teams to analyze generate strategic insights, and implement scalable solutions that improve customer retention and satisfaction. Committed to driving business success through data-driven decision-making, innovative training methodologies, and strong client relationships



EMPLOYMENT HISTORY

Logistic Manager at A Autotech Pvt Ltd.

August 2024 — December 2024

- Develop and execute strategies to **optimize logistics operations, enhancing efficiency and reducing operational costs. Oversee transportation, warehousing, and distribution**, ensuring goods meet customer requirements, while managing **logistics budgets for freight, storage, and operational expenses.**
- Lead and **guide the logistics team, providing training, mentoring, and development** to ensure high performance and engagement. Supervise warehouse operations,
- Coordinate with **carriers, freight forwarders, and third-party logistics providers for smooth transportation services.** Maintain strong communication with clients and stakeholders to provide updates and resolve any logistics-related issues, such as delivery inquiries or complaints.
- Monitor **key performance indicators (KPIs) like delivery times, costs, and inventory accuracy to assess logistics operations.** Analyze the data to drive continuous process improvements and implement best practices for operational efficiency.

Customer Success Manager at Reliance Industries Ltd

October 2022 — May 2024

- Developed **data-driven strategies using Salesforce, Power BI, Excel, and Google Sheets**, optimizing lead management and boosting revenue.
- Built strong client relationships through data-driven insights and personalized engagement, enhancing satisfaction and loyalty.
- Defined and monitored key performance indicators (KPIs) to track customer success, improving retention rates.

Business Analyst at Victoria Tools and Solutions

October 2019 — October 2022

- Oversaw **logistics planning, and ensuring cost-efficient cargo operations and just-in-time inventory replenishment.**
- **Enhancing customer service** to manage the operational targets using data-driven insights from Power BI and Excel.
- **Analyzed global trade regulations, import/export trends, and procurement data with JIRA**, and ERP to optimize supply chain efficiency and demand forecasting.
- **Managed customer relationships and sales performance**, improving order accuracy, retention, and supply chain responsiveness



Senior Project Manager at Logistic Linkage India Pvt Ltd

May 2017 — October 2019

- Led cross-functional teams at JCB India, Yazaki India, and Motherson Sumi, ensuring project delivery within scope, time and budget.
- Managed a large delivering projects and Company Import-Export procurement and inventory portfolio, driving stakeholder alignment, risk mitigation
- .Provided regular supply chain project updates through reports, dashboards, and meetings
- Implemented change management processes, conducting impact analysis and cost control.



EDUCATION



PGDM, Jaganath Institute of Management And Technology Indraprastha University, Ghaziabad

July 2013 — July 2017



Bachelor