Sushil Kumar Narayan
(**B.A, Economics**)
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Visa Status: On Visiting Visa Valid till 17th Feb 2022

Professional Summary

- •Administration and Storekeeper / Warehouse Responsibilities with 15+ years of experience prioritizing multiple tasks requiring prompt solutions.
- Talented problem-solver managing workloads, answering incoming phone calls, emailing client queries, generating reports and fulfilling staff members' requests.
- Professional and welcoming in creating upbeat work environment. Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments.
- Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen.
- Works effectively with cross- functional teams in ensuring operational and service excellence.

Education

- Bachelor of Arts from Bombay University, India, **Specialized in Economics (1993-1994)**

Skills

- Back office / Storekeeper / Warehouse Assistance.
- Team Building, Good Communication.
- Problem Solving, Strategic Planning, Time Management.
- Relationship Building, Friendly nature.
- Multi-tasking ability.
- Document Analysis, Data Collection.
- MS Office (Word, Excel, Outlook).

Company Certification

- Assertiveness : The Key to Personal and Professional Freedom
- Interprofessionalism, Human Behavior, Communication, Conflict Resolution.
- Communication: Self, Science and Art.
- Human Behavior: Why We Do What We do.
- Interprofessionlism : Leadership from within.

Personal Details

- Date of Birth   : 30-11-1972
- Marital Status   : Married
- Language Known : English, Hindi, Marathi, Malayalam

PROFESSIONAL WORK HISTORY

1) Worked for **Aptara New Media Pvt. Ltd., India** as "**Shift Lead**"
   (9th Nov'2020 – 16th July'2021)

   Responsibilities Handled: -
   a) To manage, motivate and train the team to produce high quality work.
   b) Carry out work smoothly and efficiently within the team and providing them with helpful methods and guidelines.
   c) Preparing Shift schedule.
   d) Verifying Time Sheet and sharing it with the Senior manager for review.
   e) Monitoring the workflow and assigning jobs.
   f) Responsible for Production and QC of requests in a stipulated time with client worthy quality.

2) Worked for **Integreon Managed Solutions (India) Pvt. Ltd**., **India** as
   "Senior Specialist" (19th March'2018 – 31st July'2020)

   Responsibilities Handled: -
   a) To manage, motivate and train the team to produce high quality work.
   b) Carry out work smoothly and efficiently within the team and providing them with helpful methods and guidelines.
   c) Preparing Shift schedule, Shift Planner, Updating Client Schedule on IL Intranet.
   d) Review documentation and make changes if needed (i.e. SOP's for client service lines, IMS/BMS folder and its documents) and obtain approvals wherever required.
   e) Develop and suggest appropriate corrective and preventive actions to address non-conformities to the established policies, processes and procedures as per ISO standards.
   f) Verifying Time Sheet and sharing it with the manager for review.
   g) Prepare MBO/KPI of direct reports/ SRR draft.
   h) Verifying Roadmap and validating the data in the master audit file of client. Disseminate to the team on any relevant updates and announcements.
   i) Reports any observed incidents to the Manager / InfoSec team.
   j) Continue to motivate team members to develop and improve skill levels (efficiency, technical skills, Communication).Sharing updates with the team and report any incident/client complaints to Managers with initial investigation.
   k) Impart training to new hires. Also ensuring trainings are provided to the team on any new service lines added.
   l) Monitoring the workflow and assigning jobs (Triage Queue).
   m) Co-ordinate with GDM (IL team) for resolution of issues encountered during production or post production.
   n) Triaging tickets based on ETA assign severity. Assigning jobs to agents based on roadmap levels.
   o) Conducting PKT, Communication tests, Updating Roadmap, Reporting Schedule and creating smart PnP's.
   p) Responsible for Production and QC of requests in a stipulated time with client worthy quality.

3) Worked for **Devanshi Electronics Pvt. Ltd**, **India** as "**Sales Coordinator**"
(15th April 2016- 15th March 2018)

<u>Responsibilities Handled:</u> -
a) Punching Customer Orders in Focus (ERP Software), based on their orders received either through Emails, Phone Calls or Skype.
b) Approving Orders punched by Company Branches for their customers.
c) Following with the Branches and customers for their Outstanding.
d) Attending Customers calls and emailing their emails for their orders or quotations asked for.
e) Reviewing Daily Report for pending Orders.
f) Sending Courier details to the Branches and customer for their orders dispatched.

4) Worked for **Integreon Managed Solutions (I) Pvt. Ltd., India** as "<u>**Shift Lead**</u>"
(July'2006 – March'2016)

<u>Responsibilities Handled:</u> -
a) To manage, motivate and train the team to produce high quality work.
b) Impart training to new hires. Also ensuring trainings are provided to the team on any new service lines added.
c) Emailing to Client Queries.
d) Monitoring the workflow and assigning jobs (Triage Queue).
e) Maintaining Quality tracker, SLA file, and Report card for FTR /DEL.
f) Handled Team of 45 # consisting of 15 associate per shifts (3 Shifts).

5) Worked for Reliance Industries (Dhirubhai Ambani Knowledge City), India under **SM AKER MANAGEMENT SERVICES** as "**Data Entry Operator**" in "Petroleum Fleet Card Operation Department. **(Jan'2005 – June'2006)**

<u>Responsibilities Handled:</u> -
a) Creation and Activation Trans-Connect Fleet Cards, Setting Policy.
b) Embossing the Vehicles Details into Power Term
c) Uploading the Prospective Customer Data into Access Tracking System.
d) Contract Setting in the Trans Fleet Cards.
e) Dispatching the Fleet Cards to their District Trans Connect Managements.
f) Maintains Management Information System Reports.
g) Updating E-Launcher & E-Manager Systems.
h) Maintain Monthly Stock Valuation of Fleet Cards.

6) Worked for **Imperial Fine Art Offset Woks Ltd**., **India** as "**Office Assistant**"
(Sept 2003 - Nov 2004).

<u>Responsibilities Handled:</u> -
a) Letter drafting and Replying to the E-mail's from clients.
b) Dispatch statement of various clients.
c) Invoice making.
d) Cheques Entry.

7) Worked for **KPS Steel Impex Pvt. Ltd., India** as **"Warehouse In- charge"**
   (July 2003 - Aug 2003).

   Responsibilities Handled: -
   a) Responsibility to coordinate with the manufacturing supplier's and meets the production as per the client's requirement.
   b) Maintain inventory of Kitchen Utensils from supplier.
   c) Inspection of goods as per client's requirement.
   d) Dispatch of goods as per client's dispatch plan.
   e) Arrange vehicles for dispatch after planning.
   f) Proper documentation of the excise invoice.
   g) Maintain stock.

8) Worked for **Aero Pharma Ltd., India** as;

   A. "Jr. Assistant (Sate Excise)" (Oct 2002 - June 2003).
   Responsibilities Handled: -
   a) Maintaining Inventory of Finished goods from Production Department.
   b) Arranging vehicle les for dispatch after planning.
   c) Dispatch finished goods as per Client's dispatch plan.
   d) Preparing & Maintaining Proper Documentation of the Excise Invoice.
   e) Preparing Monthly Stock Statement and Maintaining FG stocks.
   f) Interactions with the Concerned Departments & Clients.

   B. "Store Keeper (Packaging)" (Oct 1999 - Oct 2002).
   Responsibilities Handled: -
   a) Receive goods against PO ensuring that all delivered materials conform to the description, specification, quantity and quality as indicated in the document.
   b) Inform Procurement Buyers of the delivery, indicate if there are discrepancies and close-out any delivery issues.
   c) Maintain reliable and updated list of all stock-keeping units (SKU) kept in stores and ensure all are in their optimum stock levels at any given time
   d) Keep records of items shipped, received, or transferred to another location.
   e) Maintain accurate inventory records. Any discrepancies shall be reported, recorded and put on file for future references.
   f) Ensure that all materials, supplies and tools are properly segregated and all test certificates (MTC) are valid and well-kept and can be provided at any given time.
   g) Ensure shelves are not overloaded and proper tagging are in place.
   h) Assist the Procurement and Stores Manager during annual stock taking.
   i) Ensure cleanliness and tidiness of the warehouse facility along with proper maintenance.
   j) Perform other related duties that may be assigned from time to time

9) Worked for Bharat Shell Ltd. c/o **Arpeejay Enterprise**, **India** M.I.D.C as
   "Store Assistant" (**Dec'1997 – Oct'1999).**

   Responsibilities Handled: -
   a) Take delivery of all incoming materials and reconcile with purchase orders
   b) Track, document, and resolve any discrepancies on received orders

c) Ensure accuracy of the facility's inventory system by updating records of physical inventory totals, receipts, adjustments, and returns
d) Keep up-to-date records of receipts, records, and withdrawals from the stockroom
e) Responsible for packing, pricing, labeling, and returning supplies
f) Responsible for stock rotation and coordinate the disposal of surpluses
g) Ensure adequate record keeping and manage all documentation to confirm proper stock levels and maintain inventory control
h) Ensure that the store is kept clean and organized.

10) Worked for **Ion Exchange (India) Ltd., India** as **"Computer Operator"** **(March'1997 – Dec'1997)**

Responsibilities Handled: -
a) Data entry of ISO Procedures for different departments.
b) Documentation of the Procedures, Test methods, Work- instructions etc.
c) Internet surfing, sending E-mail.