



ABHISHEK GANGULY

LOGISTICS SPECIALIST

PROFILE

STRATEGIC THINKER, SELF-STARTER
AND DATA CENTRIC INDIVIDUAL
WITH EXCELLENT COMMUNICATION
SKILLS, ALSO A PROVEN TEAM
PLAYER. OVERALL EXPERIENCE OF 10
YEARS WORKING WITH MNCS.

CONTACT

PHONE:
+91-9123635552

EMAIL:
ganguly.abhishek1987@gmail.com

LinkedIn:
<https://www.linkedin.com/in/abhishek-ganguly-5471a26b/>

HOBBIES

Enjoying spare time out on my bike
Getting hands on with new
technology
Exploring new cuisines and
restaurants

EDUCATION

South Point High School
1991 - 2004
78.2% marks obtained

West Bengal University of Technology
2006 - 2009
7.97 CGPA

WORK EXPERIENCE

Fresh Prints Logistics Specialist

May 2021 – Current

- *Maintained 40%-50% profit margins* while providing quotes, followed up with sales representative to ensure successful order placement.
- Managing 3rd party printers, escalations, timeline, order issues. Time managed rush orders by coordinating with suppliers, printers and sales representatives thereby ensuring smooth flow of order fill delivery.
- Negotiate with vendors on a daily basis thereby ensuring good margins before placing the orders.
- 3rd party vendor management (apparel industry vendors across USA).
- Managing supply chain issues, shipping challenges, timelines with UPS

Amazon Development Center India Pvt. Ltd. Process Specialist

May 2017 – March 2021

- Analytical skills, proven experience in building alert based on SQL which highlighted discrepancies in truck routing, and fixing them ahead of schedule resulting in *\$336,000 savings per week*.
- Working with the team and higher management, prioritizing productivity with regular feedback, thereby *achieving a 24% increase in productivity* during April 2019- March 2020 period.
- Worked on people management, dealing with team time keeping, conflict management, attendance and overtime tracking for 20+ members.
- Trained batches of on-call advisors on process updates, quality, call etiquettes and also to ensure knowledge transfer happens at process level, thereby ensuring an *overall 100% Quality score*.
- Proven expertise in assessing, analyzing and resolving logistics inventory issues in the network resulting in end-to-end process improvement, also worked on Stakeholder Management providing regular feedbacks to 3PL sites to implement on-time delivery/dispatch.

British Telecoms E-Serve Pvt. Ltd. Associate

January 2015 – May 2017

- Taken care of High Level Complaints (HLC), Service Requests, billing queries.
- Achieved *100% reduction in OCR (One Call Resolution) failures* ensuring compliance, *99% CPS (Complaint Prevention Scores)* by handling escalations, and a *100% OTR (One Time Resolution) score* by providing feedback based on RCA findings.
- People management skills – tracking attendance, overtime, shrinkage, schedule adherence etc. Also helped manager

with performance management for entire team based on monthly targets/SLAs.

Tata Consultancy Services. Associate

July 2013 – July 2014

- Worked for CITI Bank, NA Collections, primary job role was to take care of pre - foreclosure on mortgaged property.
- Used to do Foreclosure Audit Review and Equity Analysis on a said property to determine resale value for it depending on US Market conditions.

Limtex InfoTech Pvt. Ltd. Technical Support Executive

April 2012 – December 2012

- Handled a team of 19 members, assisting with Technical queries also taking care of overall performance of agents based on process objectives.
- Tracked FCR – First Call Resolution Data and CSAT – Customer Satisfaction surveys on a real time basis.
- Trained agents based on parameters: Sales, First Call Resolution, Customer Satisfaction, Technical Queries on a weekly basis.

JIT COMPUTER INSTITUTION. Trainer and hardware engineer

August 2009 - September 2011

SKILLS

