

RIJUL PARAMBALATH KALATHIL
Certified International Supply Chain Professional by IPSCMI – USA

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KEY QUALIFICATIONS

- Knowledgeable in **Logistics and Supply Chain and Shipping & Forwarding Business**
- Familiar with **ERP, Inventory & Materials Management, Freight Business - Import & Export**
- Capable of executing an excellent job with minimal supervision
- Results driven mindset, Detail-oriented and well organized
- Outstanding Work Ethics, **Customer Service Skills** as well as **Analytical skills**
- Proven ability to communicate well and learn things quickly, while applying knowledge effectively
- Knowledge in using Oracle **JDE System**
- Attended **SIX SIGMA GREEN BELT** Training

WORK EXPERIENCES

PERNOD RICARD GULF FZE, United Arab Emirates

Supply Chain Operations – Assistant Manager Customer Services

October 2011 – September 2020

Pernod Ricard is 2nd Worldwide leader in wines & spirits. It has built a unique portfolio of Premium international brands, one of broadest of the wine and spirits industry. Brands such as Chivas Brothers Ltd., The Absolut Company, Beefeater, Havana, Jameson, Jacob's Creek, etc)

Duties & Responsibilities:

- Handling entire supply chain functions of Duty free business for South Asia and GCC countries, (Gulf customers like Dubai Duty Free, Aer Rianta Bahrain, Oman Sales and Services, India customers like Delhi Duty Free Services private limited , Flemingo, India Tourism Development Corporation, Plus Max Duty Free etc), Airlines (Emirates, Gulf Air, Air India etc) , Nepal , Bhutan, Sri Lanka (Sri Lankan Airlines, World Duty Free Group, Flemingo Intl etc), Maldives (Maldives International Airport etc), Bangladesh (Bangladesh Parjatan Corp. etc) . Also handled UAE Duty-Paid customers (MMI, Gray Mackenzie Partners).
- Supervising the Customer Service Executives and providing support in handling customer queries and issues.
- Responsible in handling the assigned customer market with activities that range from fielding inquiries and developing optimum service levels.
- Maintain customer data and upload price lists via EDI.
- Taking accountability of the entire supply chain functions from purchasing of the items from our Brand owners to the method of movement, choosing the forwarder, receipt of the items to our warehouse through to goods reaching the customer.

- Inventory control and improving process efficiencies and implementing cost saving initiatives such as direct routing/movement from our brand owner direct to our customers.
- Send report and liaise with the commercial team and update them as per the stock on hand of the customer, fast moving items, slow moving items, items on allocation, items that required in the next 3-6 months, including promotional items.
- Provide active participation in the periodic stock count of inventory
- Forecasting stocks of the customer assigned market and provide updates to customers on fortnightly basis as per agreed format and to the Key Account Sales Manager
- Coordinate with warehouse and transport companies to ensure smooth receipt of import cargoes and export shipments
- Manage all LC documentations including changes required by law pan region and other shipping documentations
- Produce weekly orders report and communicate to relevant parties within set timelines
- Maintain Customer focus at all times and respond to customers' enquiries (e-mails, phone and fax) in a timely manner, ensuring all customers' queries are investigated and resolved, escalating issues if appropriate, to Supply Chain Director/Management
- Support Finance Department in Month End reporting on Sales, Purchase and Insurance
- Assist in gathering business requirements and analyze activities to facilitate Continuous Improvement
- Support implementation of new systems/system updates
- Assist team on ad hoc projects or assignments, as may be solutions to product inquiries and immediate actions/decisions with regards to Supply Chain.

Projects Involvement:

- Simplified 4 Growth, optimization of stocks and product listing, with the combine effort of Sales and Marketing. We have reduced the inventory more than 250K USD in Fiscal year 2018
- Go Green, with the support of IT successfully reconfigured the documents printed from JDE which helped in reducing the paper consumption of the department by 50% in Fiscal year 2019
- Distribution & Handling Cost saving, ongoing project. With the support of sales team managed to save USD 32K YTD Fiscal Year 2019

AL AIN MINERAL WATER CO. PJSC (AGTHIA GROUP)

Customer Service Executive

February 2008-October 2011

Al Ain Water is one of UAE's leading bottled water brands. Al Ain Water is a wholly owned subsidiary of the Abu Dhabi-based food and beverage company, Agthia Group (PJSC). Al Ain Water is the preferred brand for many leading chains across the UAE, including Etihad Airways, Rotana Hotels, and Hilton Hotels.

Duties & Responsibilities:

- Handled Export shipments to countries like Oman, Qatar, Djibouti etc and Key Markets like Carrefour, Spinneys , Lulu , Choithram, Al Maya ,etc Prestige customers like Atlantis the Palm,

Hilton , Jumeirah group , Govt Organisations etc

- Also responsible for exports and local sales of PET preforms
- Responsible for organizing daily sales with salesman and ensure timely deliveries to customers.
- Responsible for updating payments and account reconciliation. Issue credit note and its application.
- Daily inventory reconciliation with van salesman
- Daily monitoring of customer ageing and inform the Key account executive
- Coordinate with warehouse and transport companies to ensure smooth flow of export shipments
- Preparing daily sales report.
- Preparing monthly statement of all accounts .Updating new customer data.
- Followup on overdue invoices

Awards & Achievements

Best Employee of the year 2019

Pernod Ricard Gulf FZE

Awarded as Best employee of the year in 2019

Record breaking months in September & October 2014 for INDIA sector

Pernod Ricard Gulf FZE

Record breaking months in September & October 2014 where we have grown the figures +286% vs LY & 113% vs Plan in September and +126% vs LY & +154% vs plan in October 2014.

Record breaking months in July & August 2013

Pernod Ricard Gulf FZE

This was recorded the highest billing in the history of Pernod Ricard Gulf FZE

EDUCATION

- Certificate in Logistics and Supply Chain Management, 2019, Blue Ocean Academy, Dubai, UAE
- Certified International Supply Chain Professional by IPSCMI – USA, February 2019
- Keltron Certified Multimedia Expert
- Plus Two – Kerala Higher Secondary Board of Examinations 1998-2000

WORK RELATED TRAININGS & SEMINARS

Logistics and Supply Chain from Blue Ocean Training & Consultancy Dubai UAE

Effective Business Communication Skills Dubai, UAE

Letter of Credit & Import Export Documentation Dubai, UAE

Leadership Training, Dubai UAE

REFERENCES

Will be provided upon request