

SANDEEP E S

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Objective	I am a Supervisor with 4 years of experience in operations & logistics looking for an opportunity in a reputed organization which will help me deliver my best, upgrade my skills, and meet the demands of the organization.
Experience	<p>From November 2017 – To Present Supervisor (Home Delivery & Installation) Jashanmal National Company LLC, Dubai.</p> <p><u>Key Responsibilities:</u></p> <ul style="list-style-type: none">▪ Planning and Execution of Home Delivery and Installations of Major Domestic Appliances at Jashanmal National Company LLC, Dubai.▪ MDA home appliances brand includes Electrolux, Kenwood, Maytag, Hoover & La-Germania (Washer, Dryer, Cooking range, Oven & Refrigerators).▪ Route planning and allocation of daily deliveries and assigning to each technician and maintaining proper records in ZOHO CRM.▪ Coordinating between Sales Team & Dealers promptly to reduce customer complaints and issues. (Major Dealers are Carrefour, Lulu, E-Max and Sharaf DG).▪ Handling E-mails/Calls from aftersales & taking necessary actions quickly to avoid escalations.▪ Monitoring employee productivity and provide constructive feedback to improve customer expectations and quality of service.▪ Utilizing & managing manpower efficiently to deliver the best results.▪ Organizing smooth workflow and ensuring that each person understand their duties & performs well.▪ Processing & Tracking of vendor purchase orders & payments in Oracle.▪ Familiar with day to day warehouse operations, Inventory checking, Stock Transfers. <p>From 2016 Technical Supporter, Liscom Solutions and Service India</p> <p><u>Key Responsibilities:</u></p> <ul style="list-style-type: none">▪ To Identify customer problem and Advising the solution, logging and keeping customer queries.▪ Analyzing call log spot common trends and underlying problems.▪ If necessary, Coordinate with field engineer and arrange customer visit.▪ Testing and Fixing Customer Equipment

Education	Dhanalakshmi Srinivasan College of Engineering June 2011 - May 2015 Bachelor's Degree in Electronics And Communication Engineering.
	Govt Polytechnic College June 2008 – Apr 2011 Diploma In Electronics.
Skills & Strengths	<ul style="list-style-type: none"> ▪ Excellent communication skills and ability to build strong working relationships. ▪ Ability to deal with internal and external personnel in a professional and courteous manner. ▪ Ability to work under pressure. ▪ Decision Making. ▪ Time Management. ▪ Good Oral/Written Communication and Interpersonal Skills. ▪ Negotiation & organizational skills. ▪ Team Management.
Software Skills	<ul style="list-style-type: none"> ▪ Microsoft Office (Word, Excel, Power Point & Access) ▪ Operating systems (Windows & Linux) ▪ Oracle
Personal Information	Gender : Male Date of Birth : 11-May-93 Marital Status : Married Languages Known : English, Hindi, Malayalam, Tamil. Nationality : Indian Passport No : M1338609
Certification	<ul style="list-style-type: none"> ▪ Attended a course in “Cisco Certified Network Associate(CCNA)” ▪ Specified in Routing, Switching, cisco Protocols
Declaration	The information given above is true and correct to the best of my knowledge and belief.