**Jyoti Bhardwaj**

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**SUMMARY**

Result oriented and dedicated professional with 6+ years of experience in Customer Service & Operations Management. Skilled in orders management, shipment & logistics management (export, import & domestic), customer service, warehouse & inventory management, reports and knowledge of SAP B1 processes / functions (Order to Cash processes).

***KEY SKILLS***

Customer Service Management, Operations management, Warehouse management, Stakeholder management, Queries & Issue resolutions, Order management, Order to Cash process, SAP B1, MS excel / Google sheets, MS word, Power point

**PROFESSIONAL EXPERIENCE**

**B&W International GmbH**

Business Development Executive Gurgaon (HR) India | June 2019 – to present

B&W international is a German company having liaison office in India.

**Key responsibilities: -**

* Maintain India office CRM
* Reports writing
* General industry research and other day to day work

**Gedore India Pvt. Ltd.**

Commercial Executive Gurgaon (HR) India | February 2015 to April 2019

Gedore India is subsidiary of Gedore Germany

**Key responsibilities: -** Handling Customer service & backend operations.

* Order management – Receiving Purchase Orders, Orders Processing, Purchase Order to Supplier, SO & PO Fulfilment, Invoicing.
* Coordination with Supplier and finance team to get order delivery on time.
* Handling shipment & logistics for export, import and domestics shipments and documentation
* Credit notes and debit notes (customers & vendors)
* Customers queries and issues resolutions related to orders, packing, shipment, delivery, billing etc. and coordination with supplier for order fulfilment, packing, billing etc.
* Forecast planning – as per dealers or sales team projects
* Customers and vendor reconciliation with finance team
* Sales Team & dealers sales target and forecast record
* Handling warehouse operations to manage inward & outward supply
* Handling inventory – proper inventory locations, physical & system inventory match and other projects to support sales team to give best offers to customers or ABC analysis
* Reports for India MD & Germany head office and other reports to support sales team and finance team:
  + Periodic Sales Reports for target achievement by RSMs, Dealers, Inventory, Region
  + RSMs & Dealers Forecast accuracy achievement report
  + Reports for external audit – Sales, Purchase & Inventory
  + Transporter report to analysis deliveries for payments release
  + Inventory aging report
  + Weekly sales orders and purchase orders analysis report to check fulfilment & delay in orders delivery

**Other responsibilities:**

* C Form Collection
* Pending Customers & Vendors dues clearance (collection & payments) with finance team.
* Checklists review to ensure all operational processes are being followed up as per SOP
* SAP B1 processes & entries
* New Vendor, Customer & Item master creation in SAP B1 with proper documentation
* Explain backend operations process to new joining and training for SAP B1 entries (as per authorisations)

**Micro Hydrotechnic Pvt. Ltd.**

Sales Coordinator Gurgaon (HR) | January 2013 to January 2015

Micro Hydrotechnic Pvt. Ltd. is Indian manufacturer of Hydraulic Presses and Hydraulic Spare Parts dealer

**Key responsibilities: -**

* Handling incoming calls
* Sending offers to enquiries
* Receiving orders and booking
* Coordination with design department & production department to get delivery on time for machines.
* Sharing Proforma Invoices
* Coordination with Delhi office to get delivery of spare parts to customers
* Documentation – Order to dispatch process
* Payment collections

**Other Responsibilities:**

* C Form Collections
* SAP B1 implementation for manufacturing unit & dealership office

**EDUCATION**

* PGDM / MBA in Operations Management from IMT Ghaziabad (2017 – 2019)
* Graduation B. Com from MDU Rohtak, Distance Learning (2011 – 2014)
* Polytechnic Diploma in Office Management & Computer Applications from BPSM University, Sonipat (2008 – 2011)
* 10th from HBSE (2008)

**HOBBIES & INTERESTS**

* Travelling
* Web-series & songs
* Gym

**PERSONAL INFORMATION**

Father’s Name : Mr. Lokpal Bhardwaj

Mother’s Name : Mrs. Sumitra

Address : H. No. 483/20, Shakti Nagar, Gurgaon – 122001

Date of birth : 04th May 1992

Marital status : Single