

LALIT THAKUR

Operations & Supply Chain Professional

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Date of Birth: - 11-Oct-1995

Education Qualifications: -

- B.A Program from Delhi University

Professional Summary: -

Results-oriented professional with 9+ years of experience in operations, logistics, and supply chain management. Expertise in SAP (MM & Business by Design), MIS reporting, and process optimization. Proven ability to streamline dispatch, inventory to improve efficiency and reduce costs. Skilled communicator with analytical abilities.

Core Skills: -

- ✓ SAP MM & Business by Design
- ✓ Advanced Excel & PowerPoint
- ✓ Data Analysis & MIS Reporting

Professional Experience: -

1. Gajam India Pvt Ltd | SCM Executive / MFI Operations Executive (March 2019 – Present): -

- ▶ **SCM:** - Handled the complete dispatch process, including creation of shipping documents such as Stock Transfer Notes, Delivery Challans, E-Way Bills, and AWB/Dockets. Coordinated with courier partners like E-Com, Delhivery, GATI, RBL, and K Express to ensure timely pickups and deliveries. Monitored shipment movement, resolved escalations, and managed reverse logistics for damaged or faulty products. Performed shipment tracking, conducted factory visits for quality checks and verification of product counts before dispatch, and maintained a Google Tracker for real-time product movement and courier cost analysis.
- ▶ **MFI Operation Team:** - Handled invoice creation, sales order processing, sales returns, and invoice cancellations. Prepared TRA reports for field expense calculations and managed product mapping in the system. Worked on MFI projects (BFIL, Spandana, Arohan) and B2C operations for electronics, mobiles, consumer durables, kitchen appliances (cookers, induction stoves, utensils), and home appliances (washing machines, refrigerators, TVs, ceiling fans, table fans). Maintained dispatch masters for customer-wise tracking and monitored pending delivery reports. Assisted in preparing gross margin sheets to analyse profitability. Coordinated with vendors for inbound shipments and worked with the field team for product deliveries and reverse pickups. Managed customer account creation, developed presentations for new product launches, and handled the complete RTV (Return to Vendor) process—from physical movement to system updates. Also supported integration of software for order and inventory tracking.

2. Vertex Consumer India Pvt Ltd (July-2015 to Jan-2019): -Executive/Team Leader (Vodafone Outbound): -

- ▶ Experienced in managing outbound, retention, and customer service operations. Led team performance and ensured daily target achievement. Handled data preparation for monthly reviews and performance analysis. Coordinated with clients and operations managers to resolve customer queries efficiently. Monitored team productivity, call quality, and adherence to TAT and process KPIs, Managed dialer strategy, predictive / preview dialer data uploads, and daily volume tracking. Conducted meeting sessions, performance coaching, and call quality audits. Created and maintained key reports including TNPS, shrinkage, and performance dashboards. Implemented action plans to improve performance and reduce team attrition. ensure product briefings, ensured floor discipline, and consistently achieved sales and quality targets.

DATE: -

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