

ADITYA VIHAAN

QA/ QC / QS Engineer (Civil)

An energetic logistic support executive with 3 years of experience in Transportation Industry. Adept in Vendor Management, General Administration and CSR activities. Skilled at managing cross functional supply chain team focused on developing logistics processes, supporting sourced product lines and improving current logistics network efficiency and service performance. Holds a credit of being able to handle multiple projects, execution and cross departmental coordination skills. Deft at planning for employee's trainings and scheduling their dates as per BCAS slots.

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CORE SKILLS

Value Chain		Integrated Logistics Support	
Logistics Operations		Inventory Management	
Reliability Prediction		Vendor Management	
Process Improvement		General Administration	
Expense Control		Quality System	
Risk Management		Project Management	
CSR Activity		Supply Chain Management	

CAREER TIMELINE

Since September 2018

Logistics In-charge
Flipkart

Mother Hub & Transport Center

Flipkart

2015 – 2018

Senior Executive

InterGlobe Aviation Limited (IndiGo)

IndiGo

ACADEMICS & TRAINING

- 2017 **Master of Business Administration (International Business)** – School of Distance Education, Alagappa University.
- 2014 **Bachelor of Commerce** – CMR institute of Management Studies, Bangalore.
- 2014 **CRS Amadeus** – TMI Aviation Academy, Bangalore.
- 2011 **Tally ERP.9** – NICT Computer Education, Bangalore.

TRAINING

- 2018 Dangerous Goods and Regulations Training Programme.
- 2018 Ramp Safety Procedures.
- 2015 ACE (Data Control System-Checking and Reservation)

TECHNICAL SKILLS



Microsoft Office

CRITICAL AREAS OF FOCUS

LOGISTICS OPERATIONS

- Plan and manage logistics, warehouse, transportation and customer services.
- Direct, optimize and coordinate full order cycle.
- Establish the End of Life plan for equipment and consumables; ensures appropriate execution working with the logistics organization.
- Coordinate daily activity to track location and movement of materials via rail cars, barges, and trucks, providing reports to customers.
- Liaise and negotiate with suppliers, manufacturers, retailers and consumers.
- Maintain metrics and analyze data to assess performance and implement improvements.
- Coordinate product delivery schedules with customers and communicate and resolve scheduling issues by working with customers and vendors.
- Prepare and update monthly logistics schedule to assure timely deliveries to construction locations.

SUPPLY CHAIN MANAGEMENT

- Maintain records of important documents and responsible to in and out of documents from central depository.
- Process, renew and implement all vendor contracts as per agreed terms.
- Review or update supply chain practices in accordance with new or changing environmental policies, standards, regulations, or laws.
- Decide the transportation routes to maximize economy by combining shipments or consolidating warehousing and distribution.
- Monitor supplier performance to assess ability to meet quality and delivery requirements.
- Maintain Vendor relationship and timely collection of rental income.

CLIENT SERVICING

- Resolve customer complaints and keeping records of customer interactions, transactions, comments and complaints.
- Maintain accuracy of data in the scale program, which includes transportation, processing, billing and reports.
- Knowledge to operate the scale system, taking ownership of all paperwork, communicating with transportation drivers and management.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem.
- Select and explain the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Expertise in customer service orientation coupled with interpersonal skills which demonstrate a strong concern for satisfying the customer.

INTERGRATED LOGISTICS SUPPORT

- Review and analysis of logistics related documentation and supply assessments for completeness and accuracy.
- Analysis of logistics documentation and data.
- Provide Product Support Management (PSM) support to include the development and management of warranty programs, technical refresh strategies, field service resources / plans, operation and maintenance training plans, asset management processes, and failure reporting processes.
- Ensure equipment systems are properly packaged, marked, handled, stored, and transported to meet program and operational requirements taking into consideration packaging material durability, resistance to environmental conditions, label readability, packaging reusability, and packaging fit within the intended transportation method.
- Coordinates logistics support program activities in the areas of spares, technical data, test equipment, field service, training, field and in-house modification programs, and change control with customers.

VENDOR MANAGEMENT

- Develop systems to address, overall cost reduction and revenue generation where appropriate.
- Assist in establishing and implementing sourcing strategies and business plans for contracts and annual operating plans.
- Communicate effectively with the finance department and management teams for enhancing upcoming projects from vendor identification.
- Work alongside the company's budgeting department, and inspected the quality of supplies.

GENERAL ADMINISTRATION

- Conduct clerical duties, including filing, answering phone calls, responding to emails and preparing documents.
- Perform accounting tasks, including invoicing and budget tracking.
- Manage and route office communications, letters and documents.

SIGNIFICANT CONTRIBUTION

Flipkart – Mother Hub & Transport Center

Logistics In-charge

- Manage an accurate inventory of warehouse materials.
- Schedule and track inbound and outgoing shipments.
- Ensure materials are delivered to sites in a timely manner as per client's criteria.
- Assess and recommend ideal shipping methods, routing or carriers to meet necessary parameters, specifications and costs.
- Manage 135 manpower according to the shift and assign specific responsibilities to each team member.
- Cross check the error shipment and send to the right destination and follow up the pending shipment.

InterGlobe Aviation Limited (IndiGo)

Senior Executive

- Provide exceptional customer service in a respectful manner by managing teams, processes and policies while ensuring a safe and timely operation.
- Handle customer service questions and provides Flight Service Management with assistance for inbound and outbound flights.
- Provide assistance to the customers through all procedures related to baggage, ramp, arrivals & departures.
- Assist staff in carry out security checks as and when the situation arises.
- Handle all the loading and unloading of passenger bags from the aircraft.
- Provide timely feedback to the company regarding service failures or customer concerns.
- Deliver high levels of customer service to passengers and those travelling through the airport.
- Well experienced in BCAS & DGCA regulations, resulting in superior safety of passengers and personnel.
- Load, stow and unload baggage, cargo and freight, and submitted completed documentation to management.
- Complete all necessary arrangements for accommodating passengers with reservations and stand-by passengers, including cabin upgrades.
- Assign to the Ramp Service portion of our ground handling operation perform the loading and unloading of baggage, cargo, freight, and company materials on and off aircraft.

RECOGNITION

2017 Behind Scene Part 2 Award