

Dhaval Kadam

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Skills/Abilities

- **Result oriented professional with 6+ years of work experience in Business Analysis, Automation, Manpower Planning, Real-time Floor Management, Business Development and Project Management.**
- Client service orientation with maturity of judgment under pressure / ability to diagnose level of client needs and to escalate problems without delay upto appropriate levels for resolution
- Business-oriented approach and target focused with a high degree of perseverance reflected in understanding business needs and providing recommendations.
- Possesses leadership skills and exudes enthusiasm and confidence in coaching and managing teams.

EDUCATION

- **B.Sc** - Bachelor of Science with **65.55%** in year 2007
- **Diploma in Bioinformatics** with '**A**' Grade in year 2004-2005.
- **12th** – Higher Secondary with **PCMB** in Year 2002-2003.
- **10th** with **71%** from Gujarat Board of secondary Education in year 2000-01.
- **MBA**(by correspondence)- **HR**(Major) & **Marketing**(Minor) from Devi Ahilya Vishva Vidhyalaya (DAVV), Indore (Final Result Awaited)

CURRENT EMPLOYMENT

□ **IBM GPS, Pune**

Sr. Executive - Operations

Tools used: (Client: Panasonic Corporation of North America, US)

- ❖ **Business Objects 6.5, SAP ECC 6.0 and SAP BI 7.0, MS Access, MS Excel, MS PowerPoint** and client initiated websites/URLs.

Apr, 2011 – till date

(Logistics – Consultant)

- ❖ Transitioning new Line of Business – Logistics/Supply Chain Management.
- ❖ Preparation of Planning, Forecasting and Savings Reports/Presentations for Business Analysis.
- ❖ Preparing Standard Operating Procedures and helping new hires to adhere to it.

May, 2010 – Apr, 2011 (1 Year)

(Master Data – Consultant)

- ❖ **EDI Analysis, Setup** or changes to existing, UAT testing and completion of requirements.
 - ✓ Receiving the request from the customer or Account Executive
 - ✓ Documenting the customers requirements in the Business Requirement Document
 - ✓ Entering the request in the RFS system
- ❖ **Sales Rep Matrix** setup and POS Models Analysis and upload to SAP BI.
- ❖ Preparation and analysis of **Vendor Managed Inventory**(VMI and EDI)
- ❖ US Call Query handling related to Order Management and **Marketing Development Activities.**
- ❖ Preparation of **credits and debits** of the rebates to the dealers account on regular intervals through proper channel of approvals.
- ❖ Adhere to the client Standard Operating Procedures (SOP) and shadow accordingly for further needs and development.

PREVIOUS EMPLOYMENT:

I. TELEPERFORMANCE

Feb, 2008 – Jan, 2010

Team Lead - WFM

(24 Months)

- Support for automation and development of resource management system.
- Managing Workforce team of 30 specialized WFM & MIS Analyst for Forecasting, Staffing, Scheduling and Reporting for 2500+ productive agents for 18 hours Calling Window.
- Forecasting & Scheduling for 9 million calls/month...for 6 circles.
- Calculating revenue & finding the revenue leakage and chalking out ways to maximize the revenue generation.
- Business Reviews with Client wrt invoicing, call volume, manpower, KPI Achievements & Challenges.
- Laying down policies and procedures for leaves, absenteeism, schedule adherence & break management etc.
- Providing directions for all real time management crises.
- To ensure that Mission Control (RTA) team provide the appropriate real-time updates and take appropriate action to meet service level & other client deliverables and maximize resource efficiency.
- To ensure the accurate compilation and distribution of information and reports to identified stakeholders.
- Ensuring minimal OT & optimum Schedule Adherence.
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Maintaining track of Attrition and help operations to identify the areas of opportunity to lower down the attrition.
- Working with Operations on KPI targets and their achievements.
- Perform other duties and assignments as required and as assigned by Manager/Director.

II. ACADEMY OF AEROSPACE & AVIATION, INDORE

- HEAD

(Approved by D.G.C.A, GOVT.OF INDIA)

(Business Development)

JAN, 2006 - 31st OCT, 2007

(22 Months)

Achievements

- **Promotions:** - Executive → Sr. Executive → **Head-Marketing.**
- Significant improvement in Admissions that were below targeted sigma.
- Implemented & Outsourced the All India Fee Payment Facility through Bank.
- Increase in gross salary on excellent performance appraisal.
- Revenue earned for Academy, by recovering due fees with fine.

Roles and Responsibilities

- **All India Strategy Management** related to admissions.
- **Career Guidance & Counselling** about the wide range of courses of Academy.
- Responsible for **All India Career Counselling through Education Fairs.**
- **Query handling** related to Admissions, fees, documentation, etc. through E-mails, letters, telephones and meetings & conferences.
- Checking amendments of the CAR (**Civil Aviation Requirements**).
- **Claims** Incharge for Money Refund processing and management.

III. GATI CARGO LTD. INDORE

Nov, 2004 – Dec, 2005

Trainee - Associate

(14 months)

- **CRM (Customer Relationship Management)**
- **Service Quality Management**
 - **Query handling.**
- **Complaint handling:**
 - Registration of all complaint across the region
 - Complaint management compliance to instructions
 - Timely redressal of complaints & execution of instructions
 - Complaint processing, follow up and closure
- **Claims Executive** for the Claims documentation and processing

PERSONAL PROFILE

Gender & Blood Group : Male & O'Positive
Passport No. : **G 3699183**
Driving License : **LMV, MC with Gear No. MP09/017665/04**
PAN No. : **ASKPK3300M**
Linguistic Proficiency : **English, Hindi, Marathi & Gujarati.**
Hobbies : Playing, Listening to Music, Horse Riding, Swimming, Movies, Sports, etc.
Strengths : Punctual, Team builder, Orientation

Projects Undertaken

1. Establishment of an Aircraft Maintenance Engineering College at Nagpur

Duration : Mar 2007 - Oct 2007 (Onsite)
Project Name : Establishment of Aircraft Maintenance Engineering Institute approved by D.G.C.A, Govt. of India
Company : Harshita Aeronautical Foundation
Team Size : 10
Location : Nagpur
Details : Project Management for the establishment of College of Aeronautics, Nagpur approved on 13th June 07 by D.G.C.A, Ministry of Civil Aviation, and GOVT.OF INDIA.
Role : Seletion of Suitable area for the establishment of college. Manpower planning. Allocation on appropriate resources needed. Planning for the overall growth of the institution.
Skill Used : Project Management skills, CRM skills, Marketing skills, Orientation, Leadeshiship, etc
Results : College of Aeronautics, Nagpur Approved on 13th June 07 by D.G.C.A, Ministry of Civil Aviation, GOVT.OF INDIA.

2. As '**Coordinator**' led team to Bihar & Jharkhand for '**Aviation Awareness Programme**' for rural development under consent from **Ministry of Civil Aviation, Govt of India**. And as a result the programme was been nominated for the President Award.

