Student Profiles
Placements
2015-2016



15 month full-time Dual Degree Program in Global Supply Chain Management

Leaders in Global **SCM**



PGPX

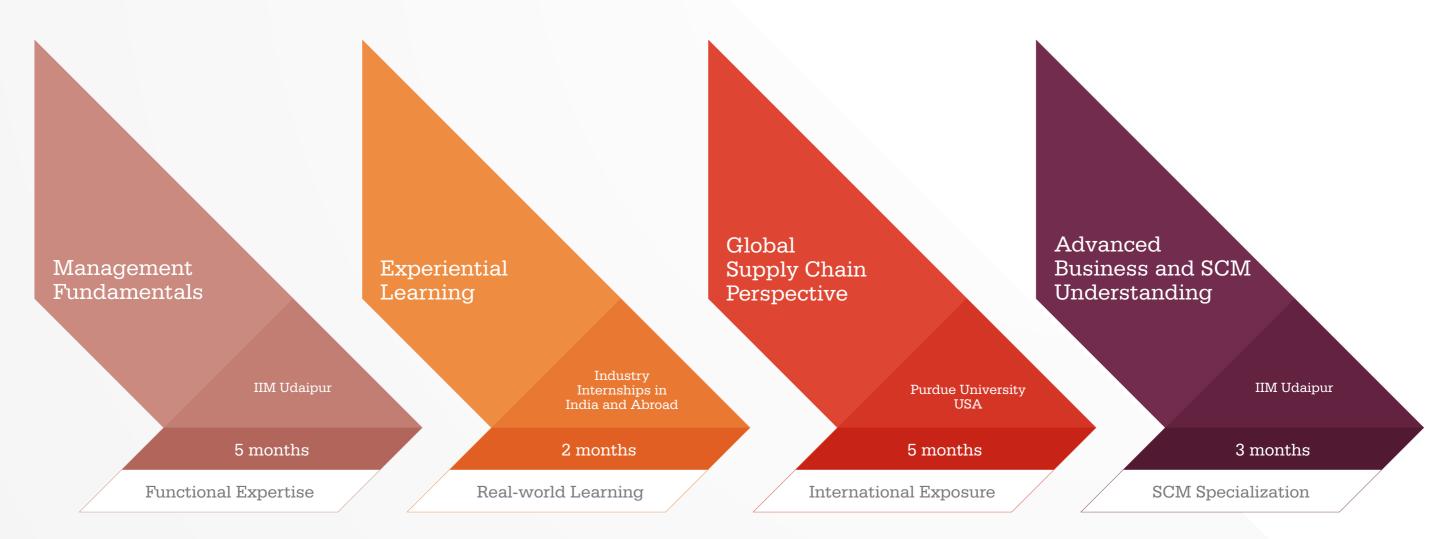
A solid foundation in Management Fundamentals + an intensive specialization in Global Supply Chain Management PGPX is unique among Indian one year MBAs: It is a full partnership between IIMU and the prestigious Krannert School of Management at Purdue University in the United States, one of the world leaders in the SCM domain.

While it provides a thorough grounding in management fundamentals, it is the only one year MBA that offers an intensive specialization in Global Supply Chain Management.

Unlike other one year programs which include a short international component, PGPX offers a full semester of five months at Purdue University where students have access to world-class faculty and facilities and the chance to learn and work with students from all parts of the world.

The 15 month PGPX offers a similar range of electives, demands equal academic rigor and uses the same grading criteria as a two year MBA. It is designed specifically for students with diverse and extensive work experience - a minimum of 2.5 years up to 8+ years. Their experience is integrated into all aspects of the program including course work, projects, and company interactions.

Students graduate with dual degrees – an MS from Purdue and a PGPX from IIM Udaipur.



Class Summary

Average Work Experience

56 months

Average GMAT Score

~650

Recruitment Process

IIMU's Corporate Relations Team of dedicated professionals oversees the recruitment process. Under their supervision, the Student Corporate Relations Committee facilitates all interactions with the companies. A Relationship Manager is appointed to be the key point of contact with each company. We encourage companies to conduct their presentations and interviews in person on campus. When this is not practical, Skype, video-conferencing and telephonic facilities are available.

Final Placements

Recruitment starting in January

▶ Pre-placement Presentations

Companies have the option of using a pre-placement presentation to give students information about their business, vision, work culture and the roles and opportunities available, followed by a Q&A session.

▶ Placement Process

Interested students apply to the company and submit their resumes through the Student Corporate Relations Committee. The selection process generally consists of resume-based shortlisting and one or more rounds of personal interviews. Offers, including details of role, location, compensation and other relevant terms and conditions, must be conveyed to the candidate through the Student Corporate Relations Committee. The placement process is governed by the Institute's placement rules.

▶ Post-placement Process

Once a company has made an offer as part of the campus placement process, a candidate is bound to accept/reject the offer within a stipulated time frame. When a candidate accepts an offer, he/she automatically opts out of the placement process and ceases to be part of the pool of candidates available to companies.

The candidates are made the offer conditional on their successful completion of the course. The HR managers at the respective companies then take over to guide candidates through the induction and joining process.

Past Recruiters include:































Profile Summaries

Name	M/F	Work Exp Months)	Corporate Internship	Previous employer(s)	University / College	Specialisation	
Animesh Choubey	М	43	Tata Teleservices	Avaya, Simplifi Solutions	Oriental Institute of Science and Technology	Computer Science & Engineering	
Ankit Shukla	М	53	Tolexo	Infosys	BITS Pilani; Jaypee University of Information Technology, Solan	M.S. Consultancy Management/B.Tech. Electronics & Communications	
Ankita Singh	F	76	Cummins	National Thermal Power Corporation	NIT, Raipur	Mechanical	
Gaurav Kumar	М	65	Cargill	H&M, Levi's	National Institute of Fashion Technology	Apparel Production & Merchandising	
Gautam Hardikar	М	61	BASF	Infosys	Dr. D Y Patil Institute of Engineering and Technology, University of Pune	Electronics & Telecommunication	
Manish Kumar Singh	М	50	Tupperware	Wipro	Uttar Pradesh Technical University	Information Technology	
Rajarshi Ghosh	М	41	Tata Teleservices	Nextag, C-DOT (Centre for Development of Telematics)	Maulana Azad National Institute of Technology (NIT, Bhopal)	Computer Science & Engineering	
Rishabh Goel	М	96	Tupperware	Huawei, Ericsson, Tieto	Radha Govind Engineering College, UPTU	Electronics & Communications	
Sneh Chandel	М	41	FirstCry.com	Accenture, I-Serve Systems	Pandit Deendayal Petroleum University	Petroleum Engineering	
Vrinda Kachhara	F	37	Cummins	Infosys	JSS Academy of Technical Education	Civil	

Animesh Choubey

Experience: 43 months

Education: B.E. Computer Science,

Oriental Institute of Science and Technolog

Past Employers: Avaya; Simplifi Solutions



Career Highlights

Telecom Professional with 3.5 years of experience in Product Management and Business Analysis for Fortune 500 Clients in North America and Europe

- Coordinated the logistics and inventory operations for Platinum customers such as General Electric, Bank of America and Citibank
- Executed the retail and inventory management project of the Indian Army Grocery Shops for North and Central India
- Expertise in network design and deployment of unified communication products
- Recipient of "Circle of Excellence Award", highest award given by Avaya for superlative performance

Corporate Internship: Tata Teleservices

Worked with the corporate procurement team to improve performance of suppliers from various categories

- Executive assistant to Senior VP (SCM) in developing supplier performance management framework
- Performed supplier classification and identified parameters for evaluating suppliers in each category (Call Centre, Media, SIM cards, Point of Sale etc.)
- Benchmarked current performance with the industry average and estimated the costs of underperformance
- Identified areas of improvement, developed sourcing strategy for risk prone suppliers and suggested future plan of action

Professional Experience

SPOC for Services Supply Chain Team

- Worked with Research and Development team for inventory forecasting of conferencing products
- Presented weekly analysis about inventory movement and capacity utilization of warehouses to Senior Management
- Part of Global Customer Satisfaction (CSAT) evaluation initiative which resulted in 8% increase in sales of conferencing products in Europe
- Raised special requests to product line management for return material authorization, shipment of the products from central warehouses, backup of the depleting inventory and for Customs related Issues
- IT Consultant
- Designed and integrated VoIP (Voice over Internet Protocol) network for Platinum customers
- Consulted with clients for deployment of new products and recommended new business communication solutions
- Headed CPL (Customer Priority List) calls for North American Region and helped prioritize critical escalations across
 'Avaya Global Services'
 Business Analyst
- Developed customized retail and inventory management software for the consortium of the Indian Army Grocery Shops
- Analyzed and suggested improvements in the Management Information System (MIS) of AISECT University resulting in more interactive admission portal and improved vendor and financial systems

Ankit Shukla

Experience: 53 months

Education: M.S. Consultancy Management, BITS Pilani; B. Tech,

Electronics & Communication,

Jaypee University of Information Technology, Solan

Past Employers: Infosys



Career Highlights

Software Professional with M.S. in Consulting, having 4.5 years' experience in conceptualizing and developing customized web and mobile applications to streamline business processes of BFSI, Media, Retail and Manufacturing clients

- Conceived and created applications and back-end services which resulted in reduced deployment times and costs for the clients and increased efficiency and maintainability for Infosys
- Shouldered multiple responsibilities simultaneously, including software development, business analysis, and pre-sales consulting
- Received Extra Miler Award for one of the implementations of Infosys Modular Accounts Payable (IMAP) tool

Corporate Internship: Tolexo

Conceptualization and development of mechanism to rate vendors

- Developed tool which awards sellers a rating, on a scale of 5, based on criteria such as assurance of supply, quality, cost, service, innovation etc.
- The final rating takes into account customizable weightages assigned to each criterion
- The tool evaluates the performance of the vendor over the last three months and categorizes the trend as 'Improving', 'Declining' or 'Constant'

This mechanism has been accepted by the senior

management of Tolexo which intends to integrate the seller rating algorithm into the company's order allocation system

Professional Experience

Project Delivery

- Conceptualized SPINE, a service oriented architecture-based product, designed to club all the common features of applications in my unit and serve as the backbone of all client deployments
- Led team of seven developers to design, document, code, implement and troubleshoot the E-Mailing suite of SPINE
- Demonstrated salient features of IMAP to clients, resulting in three sales
- Analyzed client requirements to customize IMAP and ensure its seamless integration with their existing business processes
- Understood market trends and needs and incorporated the must-have features in IMAP
- Reengineered iFlow, a completely homegrown workflow configuration and management tool, to serve as the engine for all applications of my unit Service Operations Management
- Executed Incident, Problem and Knowledge Management roles for B2B services of a leading electronic chip manufacturer
- Implemented feature enhancements of B2B services

Ankita Singh

Experience: 76 months

Education: B.Tech, Mechanical, NIT Raipur
Past Employers: National Thermal Power Corporation



Career Highlights

Power sector Professional with 6+ years of experience in Project Planning and Monitoring and Energy Efficiency Management

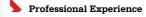
- Planned and tracked annual budget of \$56 million for all stations and projects of my region
- Implemented measures to improve operational performance and reduce cost
- Techno-commercial experience of handling end-to-end equipment overhauling, a major activity in Power Plant

Corporate Internship: Cummins India

Created an inventory planning module for a new model of alternator to be launched in Apr'16.

- Designed value process map of existing manufacturing process
- Formulated scalable hybrid inventory planning module (MRP and KANBAN) for upcoming product
- Evaluated existing inventory planning methodology for current model and recommended change in the value of cost used as classification criterion for determining the inventory planning method of various parts, resulting in saving of 4% of ICC
- Customized multi-criterion matrix (ABC, FNS, leadtime and criticality) for Inventory classification model to optimize ICC for upcoming project
- Implemented and analyzed effect of suggested

classification model on existing product line which decreased the overall current ICC further by 17%



Project Management

- Led planning, monitoring and execution of all activities of two new thermal plants of 800 and 500 MW in largest region of NTPC
- Ensured adherence to contracts, drawings, technical specifications, QPs, safety regulations and timelines
- Co-ordinated review meetings with Project Heads for timely completion and resolution of contractual, engineering and site-related issues, transportation, warehousing, and invoicing processes on day to day basis
- Worked closely with diverse contractors and vendors to expedite material supply
- Conceptualized and developed an integrated online monitoring program to display real time data for ongoing project activities in collaboration with the IT department

Energy & Efficiency Management

- Proposed recommendations and targets for improving efficiency parameters and helped reduce 'Heat Loss' by 50%, leading to savings of \$0.6 million
- Analyzed results of efficiency tests to enhance performance of operating equipment



Gaurav Kumar

Experience: 65 months

Education: Bachelor in Fashion Technology,

National Institute of Fashion Technology

Past Employers: H&M; Levi's



Career Highlights

Over 5 years of experience in product development, operations and sourcing for leading global apparel companies

- Worked in diverse product management roles, gaining deep knowledge of full range of supply chain functions
- Managed on-time deliveries of 4 million units valued around 25 million USD
- Managed production planning and machine optimization project for 1500 machines to increase utilization by 56%
- Cross cultural experience working with cross functional teams in Sweden, San Francisco, Brussels, Hong Kong, India
- Expertise in a wide range of tools and systems: PLM (Product Lifecycle Management); SAP; OFS (ERP tool used by H&M); Stage 5.0; Castor; Ninja

Corporate Internship: Cargill India

Designed the Finished Goods Warehouse and Customized Management Operations and SOP for a Greenfield project – a Corn Milling Plant

- Designed layouts and material flow framework based on surface area and capacity required
- Identified and selected various designs of racks, equipment, forklifts etc.
- Formulated Simulation Model based on different demand
- scenarios to check impact on warehouse deliveries and capacity

 Prepared SOP, process flow chart and various forms for warehouse internal operations
- Created mathematical model on Excel Advanced Solver for pallet positioning planning based on the order, capacity and dispatch frequency of a product to achieve minimum handling cost
- Pallet Positioning Model resulted in saving cost and time by 25-30%. Cargill management has decided to implement this model at

their warehouses.

Analyzed existing outbound logistics planning and implemented "Milk Run" model by creating feasible destination groups. The suggested model has potential of reducing monthly logistics cost by more than 10% if implemented.

Professional Experience

Sourcing

- Handled production sourcing and supply chain of H&M Denim Division products
- Streamlined product risk analysis process
- Improved on-time deliveries of commercial samples from 62% to 97%
 Product Development
- Managed planning for new products including coordinating with design and manufacturing teams
- Worked with design and buying teams to optimize selection of fabrics and sundries
- Coordinated and directed vendor's sample team to achieve on-time deliveries and quality KPIs

Operations

- Designed the planning and industrial engineering tool on spreadsheet to streamline the planning process
- Worked with central planning team for machine allocation to factories
- Redesigned and customized Time & Action Plan sheet of product orders, implemented in entire H&M office
 Vendor Management
- Managed vendor-based planning and execution teams by coordinating more than 12 vendors across India and Sri Lanka
- Educated suppliers on all the new processes and best practices
- Strong interpersonal and negotiation skills in finalizing the lead time and cost



Gautam Hardikar

Experience: 61 months

Education: B.E. Electronics and Telecommunication, Dr. D Y Patil
Institute of Engineering and Technology, University of Pune

Past Employers: Infosys

Career Highlights

5 years of experience managing supply chain and logistics IT systems for the 2nd largest chain of supermarkets in U.K.

- 2 years of onsite experience in London providing system consultancy and product development while coordinating several cross-cultural teams
- Expertise in utilizing both customized and packaged
 Warehouse Management Systems to provide inventory control and delivery management optimization
- Delivered efficient IT solutions to improve Demand
 Management and Vendor Management for FMCG goods
- Strengthened systems dealing with lead time management, distribution management, supplier information exchange, merchandise management and measuring Key Performance

Indicators Corporate Internship: BASF India

Consultant to BASF Supply Chain strategic team on a Lean Six Sigma project to reduce overall Import Clearance Costs

- Analyzed current import procedures and identified potential areas for service improvement and cost reduction
- Performed cost-benefit analysis across shipping liners, container freight stations (CFS) and port terminals to determine optimal import charges
- Presented BASF with standardization plan of import costs for its FCL and TANK shipments which identified potential annual saving of INR 12 Million and a reduction of 25% in import clearance cost per shipment
- Designed automated spreadsheet models to estimate total import charges for a particular shipment across different shipping liners and CFSs

Performed trend and distribution analysis of imports to measure performance characteristics of different shipping liners and also suggested ideal liner preference for different geographies

Professional Experience

Supply Chain and Logistics Management

- Led project to migrate Supplier Information Exchange system to an improved platform under stringent time constraints resulting in total cost benefit of around GBP 400K
- Headed team of 4 to transform business requirements into deliverables and provide solutions to challenges faced by business drivers and supply chain controllers
- Managed and executed key project to implement Real Time Demand Generation System which facilitated surplus inventory management and demand elasticity control
- Coordinated several projects which involved integrating warehouse management systems with the automations in place at warehouses
- Provided advice and solutions for tasks such as receiving, put-away, order management, distribution control and order forecasting
- Worked onsite in depots and stores to understand the practical implementation and to know the core problems faced
 Process and Project Management
- Played role of Subject Matter Expert to analyze and fix complex system issues affecting operations, thereby ensuring minimal system downtime
- Performed root-cause analysis using techniques such as fishbone diagram to improve efficiency of supply chain systems
- Personally responsible for estimation, budgeting, resourcing and execution of several projects and their delivery
- Regularly met Senior Management and business leaders to report delivery status and business highlights

Manish Kumar Singh

Experience: 50 months

Education: B.Tech, Information Technology,

Uttar Pradesh Technical University

Past Employers: Wipro

Career Highlights

 $4+\ \mbox{years}$ of experience in configuration management and IT application implementation for Fortune 500 companies

- Developed IT solutions for Business Process Management and E-Commerce in BFSI and Retail Industries
- Led the application development team to deal with technical and project related challenges and ensured on-time delivery of the projects
- Assisted Project Manager in planning and execution of the Integrated Credit Risk System and Enterprise Case Management projects worth £1.5 million running in multiple locations in India and UK
- Awarded for having outstanding performance rating for three consecutive years

Corporate Internship - Tupperware India

Project 1: Studied pre GST Distribution Network and suggested changes to optimize freight and warehousing costs and improve customer service

- Collected data on sales, latitude and longitude of cities across the country and calculated potential location of central warehouse using Weighted Average, Median Load, and Load and Distances methods
- Rated locations obtained from different mathematical models based on rent, wage rates, labor pool, regulations, community etc. to find optimum location of central warehouse

Project 2: Created warehouse model post GST for centralized distribution by reducing number of warehouses and finding optimal locations for new warehouses

Compared pros and cons of single central warehouse vs. multiple (max.

three) central warehouse model

Analyzed ~90 cities to find the post GST optimal location of central

- warehouse

 Computed which cities can be reached in 2 to 3 days
 (agreed service level) and more than 3 days
- Proposed location of plant warehouse which decreased freight spends by ~Rs 10 million

Project 3: Transportation model optimization



- Calculated saving matrix to find routes with the maximum cost saving
- Undertook cost analysis to determine if increasing warehouse size can reduce freight spends
- Wrote SOP for collecting and comparing information of different transporters

Professional Experience

Operations and IT Solutions

- Development of end to end business process flow from ground up for one of the largest Financial organizations in UK
- Led 4 member configuration management team to ensure successful implementation of applications supporting full range of services
- Responsible for reporting status on progress of project to senior management
- Spearheaded team responsible for ensuring warranty after final product goes live
- Application lead for ensuring smooth operations of Call Center applications for second largest US pharmaceutical chain

 Single point of contact for any issue related to development
- Single point of contact for any issue related to development
 Took initiative to track planned and actual leaves of team
- members which helped to estimate the project efforts and costs
 more accurately

 Responsible for test plan allocation, defect allocation and closure, and
- Septimization for test plan anocation, defect anocation and closure, and issue resolution
 Cross cultural experience working with cross functional teams in US,
- UK and India

 Improved sub flow of process optimization workflow and imaging
- process to reduce turnaround time by 40%

 Certified System Architect by Pegasystems and top ranker in Java training batch of Wioro

Rajarshi Ghosh

Experience: 41 months

Education: B. Tech, Computer Science and Engineering,

Maulana Azad National Institute of Technology (NIT, Bhopal)
Past Employers: Nextag; C-DOT (Centre for Development of Telematics)



Career Highlights

causing delays

3.5 years of experience in product development and R&D in E-commerce and Telecom sector

- Part of core team for developing pan-India mass surveillance data mining program (value of project >5000 crore rupees)
- Managed team of three people for developing e-market,
 e-governance and e-learning service for the rural population of India (value of project >100 crore rupees)
 Devised various search engine optimization tools using Big Data
- technology such as Hadoop and HBase to increase ranking of client's website content in search engine result page Optimized complete search engine marketing model resulting in

increase of 2% of revenue Corporate Internship: Tata Teleservices

Worked in the shared services team for improvement of vendor registration process and procurement transactions

- Project 1: Reduction of vendor registration processing time
 Performed data analytics for the past 3 months of logs generated from the vendor registration process and identified key attributes
- Interviewed all the key stakeholders (vendors, SCM buyer, MDM team, Finance) involved in the process
- Proposed various recommendations and implemented them
 Project 2: Reduction in volume of transactions for procurement
- Interviewed all the key stakeholders (vendors, SCM buyer, PO creation team, Finance) involved in the Procurement to Pay process and identified the root cause for huge volume of purchase requisitions
- Developed various scenarios and calculated reduced PR for each scenario based on the data gathered from SAP ERP software for the last 6 months
- Implemented changes in Procurement to Pay structure of Tata

Teleservices

Professional Experience
Product Development

- Worked closely with merchants across the globe to understand their
 e-commerce requirements and customize search engine marketing
 model which resulted in increase of their ROI
- Increased performance across all e-commerce channels by maximizing traffic at a guaranteed cost of sale through channel optimization
- Forecast demand in merchant's market using predictive technology that resulted in increase of efficiency in managing merchant's marketing budget
- Boosted efficiency of search engine marketing algorithm by 10%
 Research and Development
- Data Rural Application Exchange (DRAX)
- Part of the core strategic and Operations team for developing system that provides advanced yet simplified e-governance, e-market and e-learning solutions for rural population of India
- Designed software and also responsible for product release management and project management activities for installing DRAX in various villages
- Led a team of three for developing the Gesture Recognition and

 Speech Recognition System to enable the use of DRAX with simple voice and gesture commands
- Central Monitoring System (CMS)
 - Engineered the Data management system that stores electronic and telephonic data for surveillance by India's Law enforcement agencies (one of the world's most complicated surveillance systems)
- Designed backup system for CMS and worked closely with Law Enforcement Agencies for requirement gathering



Rishabh Goel

Experience: 96 months

Education: B.Tech, Electronics and Communications,

Radha Govind Engineering College, UPTU

Past Employers: Huawei; Ericsson; Tieto



Career Highlights

8 years of experience in Telecom industry in diverse functions and domains handling operations, integration & commissioning and deployment of core equipment

- End to end configuration and system support for mobile communication networks
- Led teams of up to 20 people to implement Mobile Number Portability
- Worked with multiple Clients such as Bharti Airtel, Idea Cellular, Uninor, Tata Docomo and Aircel
- Awarded for best Operations and Service team among pan-India projects

Corporate Internship: Tupperware India

Project 1: Designed warehousing model for pre GST and post GST

- Designed optimal warehouse and distribution plan for Tupperware India
- Identified location for three central warehouses to be used post GST
- Evaluated distribution by road vs air based on the transportation cost via two modes
- Designed distribution plan for primary as well as secondary sales
 Project 2: Designed transportation model for cost effective distribution of product
- Created SOP for selection criteria for transporter
- Evaluated transportation routes based on milk run to save cost
- Redesigned various secondary sales points to minimize lead time

Professional Experience

Project Management

- Led team of 6 to plan and implement core equipment for mobile network of Tata Docomo
- One month on site in Bhutan to establish inter-mobile switching

transmission for Bhutan Telecom

- Implemented first centralized Home Location Register in India for Uninor
- Inventory Management
- Expertise in identifying and tracking faults in Telecom equipment, managing inventory of spares and allocating them to replace the malfunctions
- Coordinated closely with vendor deployment team to ensure product delivery
 Operations
- Handled managed services for various clients including Airtel, Uninor, Relience, Idea and Tata Docomo
- Assigned tasks within team to get the desired configuration and resolve faults
- Coordinated directly with Revenue Department to optimize routing configuration and managed team to implement client's requirements
 Client Management
- Efficiently handled client relationships to achieve contract renewals and generate new business
- Coordinated with multiple clients and vendors on behalf of Huawei
- People Management
- Managed human resources for multiple projects and recruited new candidates as and when required
- Led teams of from 3 to 20, ensured efficient distribution of work, and handled performance appraisals and evaluations

Sneh Chandel

Experience: 41 months

Education: B.Tech, Petroleum Engineering,

Pandit Deendayal Petroleum University

Past Employers: I-Serve Systems; Accenture

Career Highlights

Energy Analyst with 3.5 years of experience in Market Research sector for upstream oil and gas industry

- Led team of 6 petroleum engineers for management of oil and gas asset databases including well completion and production data
- $\ ^{\blacksquare}$ Specialization in financial analysis and coverage of M&A deals
- Developed end-to-end ERP system for Europe-based Fortune 500 client
- Spearheaded quality assurance and project compliance activities across two companies

Corporate Internship: FirstCry.com

Project 1: Increasing warehouse packaging efficiencies to meet on time dispatch of customer orders

- Increased packaging efficiency by 30% via implementation of customized corrugated boxes and new polymailer sizes
- Established scalable planning model for manpower utilization to meet variable order load
- Identified problems in packaging via packaging tests and implemented cost effective void cushioning agents
- Identified KPI's for packaging department for improved mapping of efficiencies and implemented changes to ERP for effective monitoring of packaging efficiency
- Created path for implementation of 5S
- Project 2: Business model for advertising on polymailer property
- Forecasted polymailer consumption to determine advertising volumes
- Scoped vendors with technical capabilities for modular printing and prepared budget plan for advertising model

Professional Experience

- Team Lead Energy Analyst (Evaluate Energy and CanOils)
- Provided unparalleled business research including news, reports, databases and consulting
- Liaison with UK and Canada Research and Business Development team members of Evaluate Energy and CanOils for product development and quality control
- Tracked corporate outlook and guidance data for estimating company's upcoming plans and prospects

 Created reports of all and requirements of initiation in regards.
- Created reports of oil and gas upstream activities in regards to E&P Assets
- Promoted to Team Lead in a span of 9 months due to proactive approach in making changes to workflow processes and to customized applications
- Saved approx. \$4000/month by enabling 62% reduction in quality check issues, thus ensuring reliability of financial data reported
- Worked with Business Development team to meet customer requirements and deadlines for processing financial documents, leading to increase in customized solution sales of \$150,000
- Improved product functionality of financial reporting tool by deploying pilot project for mapping of all oil and gas wells and attributes for Canada on ArcGIS platform
- Associate Software Engineer
- Provided functional support for the Supply Chain module of Accenture Diamond Client Project via SAP IS OIL
- Documented work flow model to ensure service agreement compliance of all practices and standards set within team
- L2 (Overview Hydrocarbon Value Chain) and L1 (Upstream Energy Production) Training Instructor for employees

Vrinda Kachhara

Experience: 37 month

Education: B.Tech, Civil, J.S.S. Academy of Technical Education

Past Employers: Infosys



Career Highlights

Software Professional with 3+ years of experience in IT Support and Service Management for leading US-based healthcare client

- Provided end user support to 700+ users belonging to healthcare and IT domains in 5 countries
- Headed Service Desk Team of 7 people and managed work and resource allocation
- Hands on experience in maintaining user and resource database

Corporate Internship: Cummins India

Developed the inventory entitlement for the "localization" transition phase of the plant

- Analyzed the current inventory trend and formulated the inventory trend for the transition phase based on projected monthly engine demand
- Forecasted the inventory turns for a period of one year and analyzed the effects of demand forecast error on the inventory trend and inventory turns
- Suggested solutions to bring current inventory level to the ideal inventory level as per the entitlement
- Developed a spreadsheet tool to find the optimized transport solution based upon the raw material weeks
- Analyzed effect of reducing RM by using air freight, on cost and inventory turns
 Provided solutions to increase inventory turns by

100% by the end of year 2016

Professional Experience

Team Resource Management / Service Desk management

- Analyzed weekly status report containing issues violating SLA and took effective measures to avoid them
- Handled technical issues of top management (Unit Directors and above)
- Took initiative to automate user updates in active directory as well as password reset tasks, which were previously done manually
- Strong conflict resolution skills to deal with issues relating to contractors, suppliers and third party vendors
- Responsible for knowledge management activities for onsite and offshore teams
- Infosys certification in Problem Chain and Service Desk Management
- Support engineer
- Designed workflow and framework for the Problem Chain Management Tool
- Single point of contact to 700+ users in 5 countries including management, nurses and other healthcare professionals
- Designed and recorded the voice message for user calls to the service desk
- Mentored new resources of the team on work flow model as well as technical competencies
- Microsoft Certified Virtualization and Hyper-V Specialist





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