

VIKRAM GREWAL

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Detail-oriented and results-driven Customer Service, Order Management, Supply Chain Management and Warranty Administrator professional with over 18 years of experience in optimizing inventory control, warehouse management, and logistics operations. Proficient in streamlining processes, enhancing productivity, and ensuring timely delivery of goods. Demonstrated expertise in ERP systems, demand forecasting, and cross-functional team collaboration. Adept at managing end-to-end supply chain operations to achieve cost savings and efficiency.

Key Skills

Order Management.
Supply Chain Optimization

Warehouse Management

Customer Relationship Management (CRM)

Vendor Management

Continuous Improvement

ERP Systems (e.g., SAP B1 & R3)

Back Office Operations

Billing

Inventory Control

Demand Forecasting

Warranty Claims Management

Cross-functional Collaboration

Claim Management.

Academia

- **Master of Commerce (Business Administration)** from University of Pune.
- **Diploma in Financial Accounting** from AMICO, Affiliated to University of Pune.
- **Project Management Professional (PMP)** from Simplilearn

Experience

- Currently Working with **Trumpf India Private Limited** as a **Sr. Executive** from January-2011 until June 2024.
- Worked at **BNY Mellon International Operation (India) Private Limited** as a **Operation Executive** from May-2010 until December-2010.
- Worked at **WNS Global Private Limited** as a **Sr. Customer Support Associate** from March-2006 until May-2010.

Computer Skills

SAP ERP B1, C11, R3 (Billing-End User).
MS-Office.

Tally ERP 9.3 & Prime.
Citrix, Oracle

Other Achievements

- Awarded R&R Award for the month March-April 2007 & July-September 2009, for consistent performance.
- Traveled to the USA (Washington) and Germany (Stuttgart) to transit process back to India.
- Awarded R&R for Best Support Role Award for the year 2021-2022.

Job Profile

➤ **Supply Chain Management:**

- Lead order processing and fulfillment activities to ensure timely and accurate delivery of customer orders.
- Implemented new ERP system, improving order tracking and reducing processing errors by 20%.
- Collaborate with sales, finance, and logistics teams to resolve order discrepancies and enhance customer satisfaction.
- Develop and maintain metrics to monitor order management performance, identifying areas for continuous improvement.
- Directed supply chain operations, including procurement, inventory management, and vendor negotiations.
- Optimized warehouse layout and processes, increasing storage efficiency by 15% and reducing pick-and-pack time.
- Established demand forecasting models, improving inventory accuracy and reducing stockouts by 25%.
- Managed relationships with key suppliers, ensuring timely delivery and quality of materials.
- Supervised daily warehouse operations, including receiving, storing, and shipping of goods.
- Implemented warehouse management system (WMS), resulting in a 30% increase in operational efficiency.
- Trained and developed warehouse staff, fostering a culture of safety and continuous improvement.
- Conducted regular inventory audits, maintaining 99% inventory accuracy.
- Manage end-to-end warranty claims process, ensuring timely and accurate submissions.
- Develop and implement strategies to optimize warranty procedures, resulting in a 50% reduction in processing time.
- Collaborate with cross-functional teams to resolve complex warranty issues, enhancing customer satisfaction.
- Conduct regular audits to ensure compliance with warranty policies and standards.
- Analyze warranty data to identify trends and opportunities for improvement, contributing to a 40% decrease in warranty costs.
- Train and mentor junior staff, fostering a culture of continuous improvement and excellence.
- Maintained accurate records of all warranty transactions and communications.
- Liaised with customers and service technicians to resolve warranty-related issues.
- Monitored warranty claim status and provided regular updates to stakeholders.
- Supported the quality assurance team in identifying and addressing recurring issues.
- Contributed to the creation of training materials and standard operating procedures.

➤ **Customer Service.**

- Lead a team of 6 customer service representatives, providing guidance and support to achieve department goals.
- Implemented new CRM software, resulting in a 20% increase in efficiency and a 15% improvement in customer satisfaction scores.
- Handled escalated customer complaints and resolved issues with a 95% resolution rate.
- Developed and conducted training sessions for new hires and ongoing staff development.
- Analyzed customer feedback to identify trends and implement proactive solutions.
- Provided top-tier customer support via phone, email, and chat for a range of products and services.
- Consistently achieved a 90% or higher customer satisfaction rating.
- Assisted in developing and refining customer service policies and procedures.
- Mentored junior staff, helping them to improve their performance and achieve career advancement.
- Maintained detailed records of customer interactions and transactions in CRM software.

➤ **Financial Accounting (Accounts Payable/Accounts Receivables).**

- Oversee AP/AR functions, ensuring accurate and timely processing of invoices, payments, and collections.
- Reconcile general ledger accounts and resolve discrepancies to maintain accurate financial records.
- Implemented process improvements that reduced invoice processing time by 25% and improved cash flow management.
- Manage vendor relationships, negotiate payment terms, and ensure compliance with company policies.
- Prepare and analyze financial reports to support budgeting and forecasting activities.
- Processed a high volume of invoices and payments, maintaining accuracy and efficiency.
- Conducted monthly reconciliations of AP/AR accounts, identifying and resolving discrepancies.
- Assisted in the development and implementation of new accounting procedures to improve operational efficiency.
- Collaborated with the finance team to prepare financial statements and reports.
- Supported audit processes by providing necessary documentation and information.
- Played a key role in the billing department maintaining a grade “A” average in annual audit.
- Inspecting billing operations and ensuring mission coding, payment posting, and claims submission are accurately.
- Monthly MIS Reports. Provide support in statutory and internal audit.

➤ **Scheduler/Planner**

- Coordinate and manage schedules for a team of 40+ service technicians, ensuring timely and efficient service delivery.
- Utilize CRM and scheduling software to maintain accurate records of customer interactions and service requests.
- Act as the primary point of contact for customers, addressing inquiries and resolving issues promptly.
- Implement process improvements that increased team productivity by 15% and reduced scheduling conflicts by 20%.
- Develop and deliver training sessions for new team members, enhancing their skills and knowledge.

➤ **Team Management:**

- Continuously monitored key performance metrics and ensured smooth execution to consistently meet or exceed department goals.
- Conducted regular audits to ensure compliance with company policies and procedures.
- Took appropriate action to identify deficiencies, developed and implemented improvements by coaching and managing team effectively.
- Oversaw and directed back-office operations, including customer service, data entry, record-keeping, and quality assurance.
- Developed and implemented policies and procedures to improve operational efficiency, reduce costs, and improve customer satisfaction.
- Drive & achieve productivity enhancements, own weekly/monthly management reports & highlight relevant gaps or concerns.
- Oversee migration & stabilization of new processes, periodically review process & regulatory requirements & ensure compliance.
- Initiate, Execute & Facilitate process improvement initiatives/projects, integrate domain knowledge & business understanding creating superior solutions for the client.
- Conduct regular meetings with team leaders & resolve concerns.
- Conduct skip level meetings with team members & resolve escalations.