

Ravichandra

No.126 /4, 3 rd, Cross, Hanumaiaha layout, Kodigehalli, Sahakaranagar post. Bangalore-560092

Phone: 9910862643 Email: ravi.chandra18@yahoo.com

Objective: A position that would enhance and elevate my credentials as a contributor to the Organization and to my growth as a person.

A successful professional with 32 Years of experience in Service Industry ,Express Cargo, Transport& E-Commerce Industry,

Expertise in handling Sales, operations,& customer service

Key Accountabilities:

- A dynamic professional with 30+ years of experience in the areas of Operation, Sales & Customer Relationship Management.
- Leader And People Management
- Quality And Continuous Improvement
- Service Excellence
- Operational Performance
- External And Internal Communications
- Cost Control
- Safety And Security
- Performance Measurement
- Team Alignments
- Business And Customer Knowledge
- Profitability

Skills Knowledge:

Good command of written and spoken English, with ability to understand and communicate

Good Presentation skills

Good understanding of key financial principles and processes, including financial controls and Budgeting

Good in effectively maintaining people processes, whilst respecting and Promoting Company values and culture

Good in recommending, developing and implementing process improvements and solutions

Having Basic project management skills, with experience of managing an expansion or process improvement across multiple work areas / functions

Good in Evaluating and presenting operational data to support process management, proposals for Change and decision making

Work Experience:

Professional Experience mentioned below in chronological order.

Working with Invent logistics private limited as Manager - National transportation - Pan India

Operations - Since 09 April 2018 to date.

Worked with AXpress logistics private limited as Marketing Manager –

Period 2 nd March 2017 - March 2018

Worked with - Vulcan Express private limited {100% Subsidiary of Snap Deal – An E-Commerce venture - As Delivery center Head

Period since 2 Nd November 2013 to 27.12.2016.

Promoted as regional coordinator from DC- Head, Based on the Best performance – on pan India basis

Achievement: within a short span of 3 months rewarded as the Best DC- In charge and Best DELIVER CENTER – Pan India for Achieving and maintaining 90 % + service level for 9 months in succession & in consistency.

Company: FUTURE SUPPLY CHAINS SOLUTIONS LIMITED

Designation: Branch In-charge -Operations

- 1) Retention of Existing Business
- 2) Customer Management and support.
- 3) Branch Pickup & Delivery Operation.
- 4) Collection and Account Receivables

Job Duration: Working since 24 Th November 2010 to September 2013 - Bangalore

Responsibilities: Branch Operations

- Increase in growth of revenue from retention of customers
- Continuously monitoring, enhancement of customer base, spreading of the network in the respective areas
- Achieve set financial objectives through Budgets and Targets for my Territory
- Acquiring new customers and to increase Client base
- Monitoring Customer service and branch operations to improve efficiency
- Monitoring the sales team on daily basis and to ensure productivity
- Analyzing latest marketing trends and tracking competitors' activities and providing valuable inputs for fine tuning sales & marketing strategies.
- Interacting with clients on feedback, determining their level of satisfaction to ascertain areas of potential dissatisfaction.
- Ensuring collection is achieved on the set target
- Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
- Sharing the feedback & meeting updates received from the client with the team members.
- Maintaining excellent relations with clients to generate avenues for additional business.

Company: Re logistics India private limited

Division of **Reliance logistics limited**: Bangalore -

Period: Jan 2008 – August 2010

Position: Net work Head (Operations) – South India

Responsibilities:

- Incremental in achieving the targeted service level efficiency.
- Continuously monitoring, the expenses and have cost control
- Achieve financial objectives through Budgets and Targets set for operations.
- Load planning and route scheduling for optimum capacity utilization.
- Vendor Development.
- Appointment of Business Associate/ Franchisee & Vendor Development
- Empanel Brokers for execution of work orders
- Mapping and defining the territory of the branch ensure adequate number of business associates, allocation of timely pickup and delivery are made.
- Reviewing the performance of Business associates, vendors, franchisee, and staff.
- Reporting to the functional head on all aspects and take appropriate corrective actions
- Provide Training on regular intervals , and motivate all the concerned in line to the company policies
- Solve all departmental problems as and when it arises, and suggest alternative course of action.

Company: Speed age Express Cargo Services.

Period: August 2001 – Sept 2007

Position: Branch Manager

Responsibilities:

- Identify new customers.
- Give presentations on the products and sign up new contracts.
- Visit existing customers and build rapport for enhancing more Business.
- Provide MIS on Daily basis for Major customers.
- Handling a team comprising of 3 – 4 Territory Sales Executives. 2 supervisors and 8 Business associates
- Organizing promotional events, such as sales campaign, for better brand promotion in the market.
- Continuously monitoring, enhancement of customer bases, spreading of the network in the respective areas.
- Improving effectiveness of work with the help of customer feedback.
- To assist Branch Associates in achieving their growth targets collection of market outstanding in consultation with the respective Credit control Executive&Managers.
- To evolve plans to achieve targets and monitor connection of loads at the respective hubs.
- Spearheading the sales growth in their respective areas.
- Participate actively in contract negotiations and deal finalization with corporate customers.

Company: First Flight Courier and Cargo Limited.

Period: August 1995 – June- 2001

Position: Asst Manager-Marketing

Company: GATI Cargo Management Services Limited.

Period: November 1989 – 15 Th July 1995

Position: Sr. Supervisor.

Achievements:

1. As Branch Manager (speed age express)
 - Achieved growth 75% through new sales for the year 2004-05
 - Successful in retaining the existing customers, and regaining 40% of lost customersSuccessful in bringing the credit limit of customers from 70 days to 35 days
2. As Branch manager (Re Logistics)
 - Instrumental in finalizing Major clients like, Kunene Nagel, Gokaldas Exports, Millipore, Troika Seeds, Bal- Parma, Rittal India, Wipro, John Fowler Reid and Taylor, Escorts, L&T etc.
 - Setting up of proper collection channels by finalizing quality Business Associates and collection centers in their respective areas.
 - Got Promoted as Net work Head from Branch Manager Wef Aug 2008.
3. As a Branch Manager, FSCSL Enhanced Business from 4 lacks to 30 lacks within a span of 4 months, Rewarded as the Best branch in Bangalore. Achieved a target with 115 %

Appreciation received from Managing Director of the company.

Personal Profile:

Full Name : Ravi Chandra
Father's Name : V. Chandra shekar
Date of Birth : 10 JUNE 1965
Sex : Male
Marital status : Married
Nationality : Indian
Education : Diploma in Automobile Engineering (3 years course)
Language Known : English, Hindi, Kannada, Telugu, and Tamil
Hobbies &Interest : Watching movies, and listening to Music.

Date : 09:12:2019
Place : Bangalore