

Avikumar Bhavsar

20 FEB 1986

(MARRIED)

Logistics Coordinator
Credit Control & Contract Mgmt

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About Me

Detail-oriented Credit Control and Contract Management professional with 10 years of experience in managing accounts receivable, mitigating credit risks, negotiating and administering contracts, and ensuring compliance with company policies and legal requirements. Experienced Contract Management

Skills

- Proficient in TMS
- Microsoft Office Suit (Excel, Word, etc.)
- Strong Problem Solving & Decision making abilities.

Education

- Graduate In Arts
Mumbai Hindi Vidyapeeth 2010 - 2011
- Higher Secondary Certificate
Sudhagad Education Society 2003 - 2004
- Secondary School Certificate
Sudhagad Education Society 2000 - 2001

Experience

Logistics

- **V-Trans India Limited**
Location : Chembur Mumbai 2016 - Till Date
Dept : Credit Control & Contract Management
 - Verification of Credit Approval Forms and Service Level Agreements: Review and define these in the TMS .
 - KYC and TVR Verification: Conduct thorough verification of KYC (Know Your Customer) and TVR (Trade Validation Reports) for new or renewal requests.
 - Document Management: Store and maintain customer contract documents, both in soft and hard copies, ensuring proper organization.
 - Periodic Customer Audits: Perform regular audits of existing customers using an audit checklist to ensure compliance.
 - Customer Master Maintenance: Update customer information in coordination with branches to ensure timely renewal of contracts before expiration.
 - Contract Renewal Participation: Participate in the renewal, expiration, or extension process of existing contracts. ERP Updates:
 - Update TMS with new rates or changes, including any additions or modifications to terms.
 - Contract Expiry Alerts: Provide timely pre-alerts to responsible officials regarding contract renewals or expirations.
 - Credit Analysis: Conduct various analyses, such as deductions and customer payment patterns, to enhance visibility in credit evaluations.
 - Process Improvement: Suggest action plans and corrective measures to optimize the performance of the process.
- **V-Trans India Limited**
Location : Ozar , Nashik 2023 - 2024
Dept : Business Associate
 - Logistics Coordination: Managed the end-to-end logistics process, including procurement, transportation, warehousing, and delivery, ensuring timely and cost-effective operations.
 - Supply Chain Optimization: Assisted in identifying and implementing process improvements to streamline the supply chain, reduce costs, and enhance efficiency.
 - Inventory Management: Monitored inventory levels, coordinated stock replenishment, and ensured accurate record-keeping to support operational needs.
 - Vendor Management: Liaised with suppliers, transporters, and third-party logistics providers to maintain strong relationships and ensure service-level agreements (SLAs) were met.

V-Trans India Limited

2019 - 2023

Location : Nashik

Dept : Key Account MIS & Customer Support

- Customer Support: Provided exceptional customer service by addressing inquiries, resolving complaints, and providing timely updates on order status, shipping, and delivery.
- Order Management: Managed customer orders from inception to delivery, ensuring that all logistics processes were followed to ensure accurate and timely fulfillment.
- Tracking and Coordination: Acted as the main point of contact for customers regarding shipment tracking, delivery issues, and product returns, coordinating with internal teams to resolve any issues.
- Problem Resolution: Identified and resolved customer concerns related to product damages, delivery delays, or incorrect orders, ensuring customer satisfaction and retention.
- Customer Feedback: Gathered and analyzed customer feedback to identify areas for improvement in service quality, delivery, and product offerings.
- Compliance with Policies: Ensured all customer-facing communications and logistics processes complied with company policies and industry standards

Cash Replanishment

RCI Cash Management Pvt. Ltd.

Location : Powai, Mumbai

2014 - 2016

CMS Securitas Pvt. Ltd.

Location : CBD Belapur, Navi Mumbai

2012- 2014

Dept : ATM Cash Management

- ATM Cash Management: Oversaw the cash replenishment and monitoring of ATMs, ensuring optimal cash levels and minimizing downtime for customers.
- System Monitoring: Monitored ATM performance using specialized software to track transaction volumes, cash usage, and machine health, ensuring smooth operation.
- Cash Forecasting: Analyzed transaction data to predict cash requirements for ATMs, optimizing cash distribution and reducing excess or shortage risks.
- Security and Compliance: Ensured adherence to security protocols and regulatory requirements for cash handling, ensuring ATM systems are secure and compliant with industry standards.
- Vendor Management: Coordinated with third-party vendors for cash delivery and ATM maintenance, managing service level agreements (SLAs) and performance metrics.
- Cash Reconciliation: Conducted daily and weekly cash reconciliations, identifying discrepancies between cash withdrawn and machine cash levels, and resolving any issues.
- ATM Maintenance: Scheduled and coordinated routine and emergency maintenance for ATMs, addressing technical issues promptly to ensure continuous uptime.
- Customer Support: Acted as a point of contact for ATM-related customer issues, ensuring timely resolution of any problems related to cash withdrawal or transaction failures.
- Reporting and Documentation: Generated detailed reports on cash usage, ATM performance, and security incidents, providing insights and recommendations to senior management.
- Process Optimization: Identified opportunities to streamline cash management processes, implementing more efficient solutions that improved cash handling and operational efficiency