

## **CURRICULUM VITAE**



**Name:** Tirthankar Dawn  
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**Email Id:** tirthankar.dawn@gmail.com  
**Present Address:** 6/1/1, Boral Para Lane, Baranagar, Kolkata- 700036. West Bengal.

**Experienced area:** WareHouse Distribution/ Warehouse Operation  
Logistics/ Shop floor Operation/ Customer Care / Sales & marketing.

### **OBJECTIVE**

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Seeking full time assignments with a leading industry that offers professional growth while being resourceful, innovative and flexible. Willing to work as a key player in a challenging, creative & goal oriented environment.

### **PROFESSIONAL SYNOPSIS**

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- A self starter an effective planner with strong interpersonal and good reasoning skills.
- A quick learner with the ability to work under pressure and meet deadlines.
- Having knowledge to handle a team & know the Process to get the work from them...

### **CURRENT ENGAGEMENT**

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Involved with a business with my cousin brother near Haldia (W.B) location. This Place is absolutely a village area & my brother has a small grocery shop there.. We have started our marketing at surrounding 10 km area & try to convince local people about E-marketing from April 2019. We continuously informed them how to get all necessary materials at door step by using smart phone only, as like as Flipkart , Amazon Big Basket & Grofers are doing in Big Cities. Out of the box we helped our Customers by supplying them all the items that they need with the same market price. We are doing our operation by getting orders over phone, message, WhatsApp etc. Our effort gives us good achievement on sales target in last 12 months. We are supplying mainly Grocery, Vegetable, meat, fish, medicine, water & other non food articles also. Side by side we are also planning to start a new manufacturing basis business to expand our project.

## ORGANIZATIONAL EXPERIENCE

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- **Company:** Big Basket (SGSPL)
- **Designation:** Kirana Operation Head
- **Date of Joining:** From 17<sup>th</sup> January 2018.
- **Last Date :** 16<sup>th</sup> March '2019
- **Duration:** 1 year 2 months.

## JOB PROFILE

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IN SHORT - Manage the entire operation after getting the orders by our sales team.  
It starts from assured stock availability to delivery & up to its account part.

IN DETAIL -After taking the responsibility of such a role from January '18 onwards, I need to monitor entire B2B operation responsibility including HoReCa & Kirana. On time delivery , stock management & Accounts reconciliation these were the main KRA in such a profile, which was 93% for Kolkata.. We also prioritize our Customer's issue resolve & understanding their demand . In terms of B2B delivery its 100% business growth happen (Value wise) within span of 10 months, it's because of proper execution & planning of delivery .With proper planning of stock management (its including Gap check , Ordering ,High value article track , FIFO maintain , Cycle count , pilferage & shrinkage control ) we maintain our damage within 20K to 25K on every month. Considering monthly sale value 5 Crore we always kept it .005%.In Case of cash reconciliation still my last date it's only -Rs.120 from the value of Rs.86K negative.. It happens due to regular follow-up of payments with the sales team. Building a good relation with every customer is also an important criterion for us by giving them the best service & we got 97% in Audit on this in Pan-India. I had a team strength of approx 50 persons including 42 delivery people. 1 ops controller & 5 DEOs are directly reporting to me. To complete the defined work within given time with available resources by their proper job training & control management was the main function for me. Also keeping in mind to obey company process maintenance & budget which was made our- selves flexible as per business demand.

- **Company:** Reliance Retail Ltd.
- **Designation:** Department manager
- **Date of Joining:** From 15<sup>th</sup> September 2015
- **Last Date :** 1<sup>st</sup> January '2018
- **Duration:** 2years 4 months.

## JOB PROFILE

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**IN SHORT-** Maintain the entire Kirana department & FOH operation as a department head. After order generation by sales team, to execute that order with proper manner & upto Order settlement all comes under my responsibility.

**IN DETAIL-** From 2015 , September I had joint as a department manager of Kirana Department, at Asansol. Where I handled a team of 50+ team members. Our job was to execute customer's orders with proper responsibility.. Its including picking/checking/packing KPL article stock maintain/Offer maintain /Price check/FEFO maintain/damage maintain Delivery & vehicle management/Return article maintain/minimize credit note /D+1 delivery & cost control. Still my last date the achievement status was delivery cost reduced from 3% to 1.72%. & our efficiency increased up to 92%. As per YOY our Business from Kirana increased more than 80% & with respect of last financial year we were continuing our NRE above 92% on that year. Also still my last date I was taking care some part of CSD or FOH & Cash with the same manner where lots of details like customers footfall, buying - non buying customers data capture, calling activity, promotional displays, Offer details, Credit Note issue -track & maintain, New registration, billing, cash management, Banking, Customer's Accounts management -such kind of things I was taken care with the help of total 50 + man power strength including 3 team leaders...

- **Company:** Metro Cash & Carry India Pvt Ltd.
- **Designation:** Supervisor
- **Date of Joining:** From 2nd January 2008
- **Last Date :** 11th September'2015
- **Duration:** 7years 8 months approx

## JOB PROFILE

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**IN SHORT-** started career as an associate in 2008, have experience to work in various Department. Got two promotions, 1<sup>st</sup> senior associate & 2<sup>nd</sup> Supervisor.

**IN DETAIL-** From 2008 to 2009 I was in marketing for preparing its customer database. From 2009 December after Metro opening to April 2011, In Customer care department, for Proper service to all Core customers or Key Customers- including their order taking, picking, billing & dispatching the stock to their address etc. From 2011 May to 2012 November I was in the Grocery Department as a supervisor. That was the most important Department in the store & to keep that performance continued was the major duty of that period. Make the Stock display/ availability/ Identify Core articles/ stock ordering/ Sales/ Shrinkage Control/ contact Customers/ Target achievement- these were the major responsibilities. As a result 45% Sales growth in department & 54% sales growth in store on that period. After 2012 November, in the Logistic Department. Delivering the goods to all- its customers including Traders/

Hotels/ Home Delivery etc. Maintaining proper delivery planning & timing for all HoReCa Customers was a big challenge on that profile. Similarly I need to focus on cost control & it should be less than 1.4% always against the delivered invoice value. As a result approx. 13% reduction in transportation cost at the end of 2014 Vs 2013. Also we were holding approx. 26% sharing value for( delivery materials )of the sale value of total DC sale. I handled a team of 30 people including 3<sup>rd</sup> party to complete my task on a daily basis. Many rewards & reorganizations I have received there are based on my dedication ,performance & responsibility to my job.

### **ACADEMIC QUALIFICATIONS**

**2001-B.Sc** with 50% in Bio-science-Passed from Kulti College - Burdwan University

**1998-H.S** in Pure Science with 50% from Chelidanga High School. Asansol

**1995-Madhyamik With** 56% SubhasPalli VidyaNiketan, Asansol.

### **EXTRA CURRICULAR ACTIVITIES**

Took training & Participation in Drama & Painting.

### **COMPUTER KNOWLEDGE**

Microsoft office/ Excel /Word /Internet/ Microsoft Powerpoint

### **PERSONAL DETAILS**

Father's Name	Late Sib Nath Dawn
Date of Birth	01/01/1979
Nationality	Indian
Religion	Hindu
Permanent Address	6/1/1 ,Boral Para Lane , Baranagar, Kolkata-700036
Marital Status	Married
Dependents	Mother, Wife & Son (5 years)
Language Known	English, Hindi, Bengali
Interests	Listening to music & Long Drive.

### **DECLARATION**

I'm Tirthankar Dawn, hereby declare that all the information furnished above is genuine and true to the best of my knowledge.

Signature:

Kolkata,  
Tirthankar Dawn







