

# DURGESH NIGAM

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As an Assistant Officer at TVS Supply Chain Solutions, I play a key role in optimizing the inbound and outbound operations. I oversee the smooth flow of logistics, coordinating shipments, and ensuring timely delivery. My knowledge of warehouse management systems and strong attention to detail contribute to efficient supply chain management.

## Education

Diploma in Information Technology, 2022, 87%  
Dayal Bagh Educational Institute, Agra.

Intermediate, 2019, 63.7%  
M.D. Jain Inter College, Agra.

High School, 2017, 70.5%  
P Raj Chauhan HS School, Agra.

## Supply Chain Management

**TVS Supply Chain Solutions**, Jhajjar, Haryana.  
*Assistant Officer (Export)*

(06/2022)-(Present)

As an Assistant Officer at TVS SCS working for **JCB INDIA LTD**, I handle the Export Process with a focus on picking & packing and executing urgent orders for JCB Parts. I optimize operations and ensure efficient supply chain management to meet VOR Urgent order & Sale requirements daily.

## Experience

### Inbound -

- Managed inbound customer inquiries via phone and email, ensuring prompt and satisfactory resolution.
- Managed Vehicle Off-Loading as per TAT.
- Maintain 5s on daily basis.
- Maintain KPI report & daily MIS.

### Outbound -

- Managed Outbound Process and fulfill the customer requirement.
- Managed Pick & Pack and complete orders on the same day.
- Maintain KPI reports.
- Maintain 5s on daily basis.

- Shared Daily MIS report.

## **Export -**

- Handling Operations of Export as per customer requirements I execute orders.
- Complete the process of pick and pack of Export orders on the same day.
- Arrange vehicles for pick- up of the packed material.
- Manage all the documentation, reports and the monthly KPI.

## **Achievement**

- Achieving our daily TAT performance.
- Maintain KPI report & MIS.
- Execute the Customer order & process for the Picking & Packing.
- 100% Packing of Picked Material on the same day.
- 100% Order Processing of VOR (Urgent Orders).
- Vehicle unloaded within same day as per TAT.
- 100% audit of Inward material.

## **Hobbies**

- Reading Novel's
- Traveling
- Learning New Technologies

## **Skills**

### **Soft Skills**

- Communication
- Problem Solving
- Leadership
- Time management

### **Hard Skills**

- MS Office
- SAP (MM Module)
- Outlook
- MS Teams

## **Personal Details**

Father's Name: Dhram Prakash

Date Of Birth: 09/09/2002

Marital Status: Unmarried

Language: Hindi & English