

Bhavna Thakkar

Sales | Supply Chain | Logistics

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Professional Summary

Assistant Manager and outstanding performer in Export **Sales and Supply Chain & Logistics** with **13+years** UAE experience within consumer electronics industry. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of **Distributors and Export business**. Recognized for inspiring management team members to excel and encouraging creative work environments.

Skills

- | | | |
|--------------------------------------|------------------------------------|------------------------------------|
| • Interpersonal skills | • Product Life Cycle (PLC) | • Scheduling deliveries |
| • Time Management | • Purchase, Sales, Inventory (PSI) | • Logistics & Distribution |
| • Self-Motivation | • Demand planning/Forecasting | • Quality & Cost Control |
| • Result -Oriented | • Market Trends & Analysis | • Warehousing & Storage |
| • Communication & Negotiation Skills | • Product Management | • Operational logistics management |
| • Problem-solving attitude | • Business Reports | • Process improvements |
| • Leadership | • Budgets/Targets | • Fleet management |

Achievements

- | | |
|--|--|
| • Increased productivity 90% by implementing several processes improvements. | • Effective Communication - Followed up and kept track of expected orders from the distributors and correspondence from the competitors. |
| • Resolved product issue through consumer testing. | |
| • Sales - Increased sales by 20% (YoY) period. | • Grew South Africa Market from \$10M to \$14M , UAE from \$6M.0 to \$10.0M , India from \$5.0M to \$10.0M , KSA from \$3M.0 to \$6.0M |
| • Computer Proficiency - Used Microsoft Excel to develop inventory tracking spreadsheets. | • YoY sales improvement for during 2016-2019 was 13% , netting a total of \$15.7M |
| • Project Development - Collaborated with team of 6 in the development of National Accounts | • Implemented leadership driven modelling behavior for 4 Sales Associates that resulted in 25% improvement over customer servicing and 17% increased sales |
| • Exceeded monthly quota 3 times . | • Key Export Markets India, GCC, South Africa, CIS and Pakistan . |
| • Brought in 5 new major customers. | • Awarded as Assistant Manager Sales in year 2010 - 2019 |
| • Managed multiple opportunities per month. | |
| • Supervised team of 4 staff members . | |

Education

MBA **2019-08 - Current**

Masters Business Administration

Ascencia Business School - Paris Area, France

Coursework in Leadership, Operation Management, Microsoft Information System, HR Management, Marketing Management, Financial Management, Strategic Management, Economics Management, Entrepreneur & Innovation, Business Value & Ethics and Communications & Negotiation Skills

B. Com

2001 - 2002

Associate Degree (S.Y.B.com)

University of Mumbai

Coursework in Commerce, Economics, Accounts, Organization of Commerce, Secretarial Practice, Environment, Business Management.

Certifications

Technical Certified Course

2017

Diploma in **CLSCMM**

Phoenix Institute, Dubai, UAE.

Coursework in Certified Logistics and Supply Chain Management Manager.

Work History

Assistant Manager

Pioneer Gulf FZE, Jebel Ali, Dubai

Supply Chain | Logistics

2016-04 - 2019-12

- Optimized supply chain infrastructure by assessing and initiating targeted changes to reduce operating costs by **6%**. Devised and implemented short-term and long-term plans, optimizing supply chain management and improving value relating to annual expenditures.

- Led implementation of effective supply chain planning systems while improving sales and operations planning processes for distribution network. Applied supply chain management knowledge to provide sourcing and influence electronic mediated environments. Formulated demand planning and generated supply chain management metrics.

- Handled procurement, warehouse management, logistics management, import and exporting and other supply chain functions to facilitate business operations. Increased sales revenues by **20% (YoY)** by supporting the sales team. Applied insights of global economics and marketing to implement pricing strategies and channels.

- Drove **100%** improvement in corporate growth by developing key metrics and applying Lean Six Sigma methodologies. Collaborated with internal teams to improve outputs to meet demand and supply requirements, ensuring inventory integrity targets for finished goods. Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.

- Deployed logistics systems and outsourced transportation to maximize efficiency, cost and benefit. Monitored employee performance and developed improvement plans. Supported staff development and goal attainment by focusing on skill development and job satisfaction. Achieved **10%** inventory reduction by developing and implementing optimization methodologies for accounting processes.

- Balanced demand and supply while aligning volume and mix to achieve production objectives. Multiplied earnings through sales goal achievement, customer service improvements and commitment to team objectives. Oversaw **S&OP** process, including demand planning, purchasing and logistics. Removed bottlenecks to save over **\$2 Million** plus in delivery of supply cargo.

- Handled customer service by dealing with complaints, organizing stock and answering customer questions.

- Provide **SCM** related input for strategic annual/quarter plans, and **(R) HQ** presentations/reporting. Maintained & Set **KPIs** for individuals and Tracking bottlenecks which causes delays in productivity & Implement methods to smooth operations on daily basis.

Assistant Manager

Pioneer Gulf FZE, Jebel Ali, Dubai

Sales | Demand Planning

2010-04 - 2019-12

- Conducted weekly sales meetings to discuss business opportunities and strategies and alleviate issues. Monitored **customer buying trends, market conditions** and competitor actions to adjust strategies and achieve sales goals. Worked diligently to resolve unique and recurring complaints, promoting loyalty and enhancing operations.

- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas. Boosted sales by conferring with customers to evaluate **Car Audio Sales** requirements and recommend best-fit company offerings. Increased sales by **30% YoY** by offering consultation on products and services and applying customer service and upselling techniques.

- Educated associates on market trends and stayed up to date on forecasts and **Electronics Industry news**. Developed, marketed and sold full range of **Car Audio including Front panels, Speakers, Sub-woofers and Home Audio and DJ Products**. Increased sales by **10%** over a year by offering consultation on products and services and applying customer service and upselling techniques.

- Closed over **\$600K in sales** each Month, including preparing contracts and processing order forms. Generated **6%** increase in client numbers and **\$1.2 Million in new Car Audio sales** through **pricing and integration strategies**. Built strong client relationships and provided high value-adding services, resulting in **10% company market share increase**.

- Demonstrated exemplary customer service by engaging clients on sales floor. Trained new associates in successful sales and performance strategies. Collaborated with internal teams and suppliers to evaluate costs against expected market price points and set structures to achieve profit targets.

- Drove team **revenue** totals by bringing in over **\$2.5 Million** in sales. Closed over **\$200K** in sales each month, including preparing contracts and processing order forms. Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases to boost revenue.

- Prepared pricing strategies for current customers to enhance sales and increase profitability. Applied knowledge of electronics products, including services and Car Audio products to educate prospects and customers. Attended long conference calls and CCS meetings for long distance customers for 60 minutes to fix product, pricing and technical issues to increase sales of every month.

- Managed efficient **RFP database** and responses, generating timely reports to inform the Managers and adjust plans. Spearheaded team-building sales meetings to inform **Senior Sales Manager** of changes and promote successful sales strategies. **Sold over \$20 Million worth of Pioneer Car Stereo**, increasing department revenue and exceeding sales goals.

Sales Associate
Sales Coordinator
Pioneer Gulf FZE, Jebel Ali, Dubai

2008-04 - 2010-03
2006-03 - 2008-04

[Sales](#) | [Demand Planning](#)

- Implemented **marketing strategies** and techniques, increasing revenue and customer satisfaction. To enhance sales and increase profitability by applying pricing strategies for existing customers

- Settled the delivery dates and times with other departments to make sure that the consumer interaction is of the utmost of professionalism. Made presentations to management which explain how to meet sales goals and spoke about any new innovative ideas that management may have

- Implemented updated CRM systems and social media marketing strategies to streamline sales processes and optimize communication. Produced contracts, reports, letters and proposal for clients more than **\$10Million** on average.

- Drove team revenue totals by bringing in over **\$1.5 Million** in sales. Closed over **\$100K** in sales each month, including preparing contracts and processing order forms. Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases.

Personal Details

- Date of Birth: **08 June 1982**
- Nationality: **Indian**
- Languages known **English, Gujarati, Hindi, Sindhi**
- License: **UAE driving license, light vehicles**
- Passport Number: S8733294

ERP System / Software Skills

- Windows 10/Millennium/Xp/2010
- **ERP Orion**, Oracle Discoverer 9.0
- Lotus Notes, Outlook Express
- **MS Office** (Proficient in Word, Excel and Power Point)
- Internet, **Adobe Photoshop**, and **Web- designing**