

Vishal Namdeo Bhosale

Order Management Specialist

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SUMMARY

Order Management Specialist with 3+ years of experience in optimizing order process and enhancing customer satisfaction. Proven track record in streamlining operations, driving efficiency and fostering strong client relationships. Committed to continuous improvement and achieving organizational goal.

EXPERIENCE

Order Management Specialist

Ivanti

10/2021 - Present India

A company that provides IT service management and operational management solutions

- Facilitated seamless communication between Sales and backend teams, analyzed inquiries and order issues, and delivered timely solutions—resulting in a reduction in order processing time. Utilized a ticketing system to monitor and evaluate issue resolution.
- Implemented order automation tools, reducing manual entry by 40%.
- Entered and monitored 30+ daily sales orders in SAP, ensuring 100% accuracy in pricing and customer info.
- Reduced order processing time by 30% through implementation of automated templates and standard operating procedures (SOPs) across regional teams.
- Facilitated communications between clients and internal departments, ensuring seamless order processing and client satisfaction.
- Developed training materials and conducted onboarding sessions for new hires to enhance team productivity.
- Reviewed and validated legal contracts prior to with internal team to process accurate orders.
- Participated in cross-functional teams to improve order management workflow.
- Created & submitted purchase orders, ensuring accuracy and timeliness.

Sr. Analyst Procurement

Flex

05/2019 - 09/2021 India

A leading supply chain, logistics and operations solutions company

- Integrated Excel macro for PPV analysis to minimise 3 hours of weekly load on the team.
- Identifying and analysing the impact of demand changes on inventory
- Executed 40% POAN rate by successfully pushing in and pushing out orders
- Coordinated with Suppliers and Logistics for overall delivery performance
- Focused on inventory management to avoid excess stock and negotiated material swaps with vendors

Project Engineer

Ultra Engineers Ltd

06/2018 - 05/2019 India

An engineering company specializing in manufacturing of Oil and Gas sector

- Served as the primary contact for customer communications and project co ordination.
- Diagnosed production issues and documented solutions
- Set internal machining & production plans and executed them
- Maintained effective supply chain management

Graduate Trainee Engineer – PPC

Trinity Engineers Pvt. Ltd

04/2017 - 04/2018 India

A company that specializes in manufacturing of casting and forging materials.

- Conducted production planning for various units ensuring adherence to scheduled maintenance
- Oversaw vendor interactions for timely supply of components to reduce inventory costs
- Planned raw material requirements during both development and production stages
- Optimized utilization of persons, machines, and materials

KEY ACHIEVEMENTS



Productivity Improvement Project

Successfully implemented value stream mapping leading to a 40% improvement in productivity



Sales Operations Achievement

Implemented a 20% increase in timely payments and improved order accuracy by 15% through efficient processes in Sales Operations.



Supplier Compliance Enhancement

Improved supplier compliance rates by 18% through rigorous performance evaluation and KPI alignment.

SKILLS

Salesforce	Order to Cash	Procure to Pay	BOM	Cost reduction	RFQ	Inventory Management
Kaizen	Microsoft Excel	Microsoft Office	PPC	SAP	Value Stream Mapping	Catia

EDUCATION

B.E. (Mechanical Engineering)

Savitribai Phule Pune University

06/2011 - 05/2016 Pune, India

H.S.C

Maharashtra State Board

06/2009 - 02/2011 India

S.S.C

Maharashtra State Board

06/2008 - 03/2009 India

PROJECTS

Engineering Process Optimization

01/2017 - 12/2021 India

Managed various engineering projects focused on process optimization and improvement

- Led implementation of automotive components for the Automotive Components Manufacturers Association (ACMA)
- Conducted kaizen competitions to promote continuous improvement practices
- Implemented POKA-YOKE for mistake-proofing in machining processes
- Executed Takt time analysis for efficient output management
- Facilitated total productive maintenance initiatives

Academic Projects

01/2016 - 05/2016 India

College project focusing on innovative engineering solutions

- Developed an 8-speed semi-automatic gearbox
- Worked on a Flywheel energy storage project
- Optimized processes during internship at SKF, India