

Clarence Rodrigues

SUPPLY CHAIN AND CUSTOMER SERVICE PROFESSIONAL

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Sharjah, UAE.



Summary

Procurement professional with 12 years of comprehensive and progressive experience across various line of business. Key member in accelerating organization growth via strategic and complex negotiations. Excellent track record of improving relationships with vendors and working collaboratively with stakeholders. Increasing supply chain efficiency, and reducing overall material budget. Expert knowledge of economics and procurement methods, including ability to negotiate successfully with suppliers to reduce expenses without harming production.

SKILLS

- Stakeholder Management
- Strategic Sourcing
- Negotiation
- Supplier Relationship Management
- Contract Management
- Stores & Inventory Management
- Project Management
- Office Management

EXPERIENCE

Category Manager Procurement

Transguard Group LLC - Dubai, UAE Apr2019-Dec2020

- a) Develop, champion, and ensure implementation of ideas that will optimize total cost of ownership for System Integration, Insurance (Medical & Vehicle), Hospitality, Property (Lease & Buy), IT, Electronics, Security Products (Access Control, CCTV, etc), Logistics (Fleet Management), Machinery, Furniture, Gym Equipments (AMC/ Purchase), Training and Consultancy categories spend according to group guidelines.
- a) Delivering relevant KPI targets for managed categories as appropriate to local stakeholder needs.
- b) Active involvement on Tender & Bidding budgetary proposal to create business case.
- c) Draft Blanket Agreements, Procurement Agreement with both the parties, work orders and work with leadership for contract compliance.
- d) Key performer to reduce 40% spends on Server storage and 35% spend on Corporate call rates compared to previous annual spend.
- e) Manage supplier development/relationships to ensure continuity of goods and services that meet the quality, service and price performance standards of the company.
- f) Remain current with market trends through relationships with suppliers and market experts; identify and communicate new technologies and solutions to key problems in the

- assigned spend areas
- g) Strategic sourcing, supplier relationship management, contract, performance and risk management.
- h) Identifying opportunities to increase quality and improve value for money. Analyze the spend trend for the assigned categories and implement best procurement practice to optimize cost and utilize the available resources.
- i) Generate KPI reports for Procurement team.
- j) Manage nearly 280 fleet for entire TG group, including services, maintenance, lease and additional purchase and ensure all contract in place for relevant vehicles.
- k) Plan and execute negotiations for both formal tenders and ad-hoc activities
- l) ensuring that the Business obtains best value on all it's spend.
- m) Challenge Suppliers and internal Stakeholders to identify and deliver Value Engineering projects which remove cost from our Materials that are not-valued by our Consumers.

Procurement Specialist

Azadea Group LLC - Dubai, UAE Jul2013 -Mar2019

- a) Manage Overall procurement categories to meet companies needs i.e IT Equipment's, Peripherals , Anti-Theft System/ Alarms & Security Tags, CCTV System, Stationery, Toners, F&B Kitchen Equipment's/ Spare Parts/ Filtration & Small Kitchen Ware, Office & Back Store
- b) Consumables, Shelving & Racking (Back Store + Chiller), Inventory Management/ Monitoring Stock Movement for Non Merchandise Items.
- c) Interact with key stakeholders in identifying business needs, building relationships and benefits of early procurement involvement. Office Furniture
- d) Develop detailed sourcing and category plans to maximize effectiveness and efficiency.
- e) Implement procurement processes to ensure efficiency, cost savings and best practices.
- f) Work with finance team throughout the procurement cycle to assist with forecasting and budgeting.
- g) Assist Vendor Manager in vendor selection, management and performance.
- h) Perform sourcing, liaising and negotiating with new and existing suppliers to improve business.
- i) Re-negotiate contracts with suppliers to produce better savings and further value
- j) for spend.
- k) Create documentations necessary for the acquisition of materials and services.
- l) Provide outstanding customer service and ensure customer satisfaction.
- m) Review supplies, works and services to ensure compliance with company procedures and best procurement practice.
- n) Provide updates about procurement related progress and potential delays on a daily basis to the Business Manager.
- o) Maintain positive working relationships with strategic suppliers to assure cost, quality, and delivery targets are met.
- p) Analyze market and delivery trends so as to develop procurement technologies and processes that support those trends.

Procurement Assistant**Lootah BCGas LLC - Dubai, UAE Aug2011-May2013**

- a) Procurement of Spare Parts for laying of Gas Pipeline & Bio-fuel - Residential & Commercial LPG distribution.
- b) Procurement for all the groups of SS Lootah Group.
- c) Handling the administrative jobs & Documentation involved in direct purchasing.
- d) Tender and conduct auction with vendors based on annual forecast of materials.
- e) Working budgetary costing for construction and building material projects for successful bidding.
- f) Inventory Management for building material on site and provide report to the management.
- g) Close coordination with the warehouse on deliverables promised by the vendor and prepare vendor evaluation.

Procurement Administrator - Position: Contractual**MARS GCC FZE - Dubai, UAE May2010-Jun2011**

- a) Procurement of Factory spare parts
- b) Monitor Stock and order based on consumption.
- c) Process documentation and push for management approval.
- d) Preparing GRN and maintaining Inventory.
- e) Preparing Weekly Consumption report for the Procurement.
- f) Working on SAP - E-buy.
- g) Handle Store and co-ordination in Stores.
- h) Managing Staff for warehousing and packaging activities.

WNS Global Solution**Customer Service Representative - Mumbai, India Nov2008-Jan2010**

- a) Data Entry officer for Project based processes.
- b) Answering calls to solve client queries related to dispute lead by family members over energy bills.
- c) Reporting to Line manager for the number of cases solved and providing progress report.

PROJECTS

- Lean Six Sigma Yellow Belt - Introduction of Smart Screens to reduce manpower efforts on visitor entries
- Certification in Ethical Procurement & Supply Chain - 2021 Recognition for back office Customer Service Officer - Nov & Dec 2008
- Recognition for Analytical Study on Spend and Forecast prediction over annual budget - 2019

EDUCATION**The Chartered Institute of Procurement & Supply(CIPS)****CIPS Feb2021-Present****PGDSCM - Supply Chain Management - Mumbai****Welingkar Institute - Mumbai May2013-Apr2015**

Bachelor of Commerce
St. Andrews College, Mumbai Jun2003-Apr2008

Languages Known

English & Hindi

Clarence Rodrigues