

HEMAL JOSHI

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LinkedIn: in.linkedin.com/pub/hemal-joshi/57/502/62a/

PROFESSIONAL SUMMARY

Dynamic MBA (Finance) professional with 10+ years of diverse experience in Supply Chain Management, Operations, and Customer Support. Currently leading supply chain operations for a hospital group. Proven ability to manage cross-functional teams, optimize processes, handle inventory, and deliver strategic business outcomes. Seeking growth in operations, finance, or administrative leadership roles.

WORK EXPERIENCE

Supply Chain Head - Shankus Medicity Group of Hospitals (Mar 2022 - Present)

- Manage medical inventory across multiple hospitals
- Oversee GRN and stock transfer processes
- Coordinate with vendors on rate contracts and expired goods returns
- Lead weekly improvement meetings with commercial and operations teams
- Ensure ethical manpower utilization to meet organizational goals

Executive - Operations - Endeavour Instrument Pvt. Ltd. (Dec 2019 - Mar 2022)

- Prepared and followed up on quotations and invoices
- Managed order processing from material prep to dispatch
- Supervised a team of 3 employees
- Coordinated with stores and engineering teams
- Maintained Tally ERP9 records for sales and dispatch

Executive - Customer Operations - Exide Life (Nov 2018 - Nov 2019)

- Handled customer queries, requests, and complaints
- Managed daily cash and DCR reporting
- Maintained client communication and ensured issue resolution

Sr. Executive - Customer Operations - HDFC Life (Apr 2018 - Nov 2018)

- Managed branch-level customer support and complaints
- Coordinated with internal teams for prompt issue resolution
- Generated end-of-day reports and records

Process Associate - Mortgage - Ascendum KPS Pvt. Ltd. (Oct 2016 - Feb 2018)

- Processed mortgage loan files across 6 processes
- Ensured timely and accurate operations
- Managed internal admin work related to the mortgage department

Operations Assistant - Padmavati Gas Agency - Bharat Gas (Aug 2012 - Feb 2014)

- Maintained customer records
- Ensured timely delivery and administrative support

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Audit Assistant (Trainee) - R.J. Sanghvi & Co. (Jun 2008 - May 2009)

- Assisted in financial audits and data analysis
- Helped prepare audit reports for various organizations

EDUCATION

MBA - Finance, S.V.M. School of Management, GTU (2010-2012) - 74.3%

B.Com, S.S.P. Jain College, Saurashtra University (2009) - 51.4%

H.S.C., M.M. Shah Sanskar Vidhyalay (2006) - 61.3%

S.S.C., M.M. Shah Sanskar Vidhyalay (2004) - 56.0%

SKILLS

Operations: Inventory Control, Stock Monitoring, Process Documentation

Supply Chain: Vendor Coordination, GRN, Rate Contracts

Finance/Admin: Auditing, Cash Management, Records Maintenance

Software: MS Office Suite (Excel, Word, PPT), Tally ERP9, CCC Certified

Soft Skills: Team Leadership, Problem Solving, Communication

PROJECTS & RESEARCH

- EHS Analysis - DCW Soda Ash Plant
- Research Paper: Risk & Liquidity Analysis of Maruti Suzuki Ltd.
- Industrial Visits: DCW (Dhrangadhra), Madhur Dairy (Gandhinagar)

PERSONAL ATTRIBUTES

- Strong verbal communication & presentation
- Team player with leadership capabilities
- Highly honest, punctual, and detail-oriented
- Effective in time and task management