3A Supply Chain LLC
Supply Chain Planning Support Consultant

3A Supply Chain LLC, a US based supply chain advisory company, has an exciting opportunity for candidates looking to grow their career in supply chain planning.

This is a full-time cross functional and technical role based in Bangalore, where you will be part of the customer support team, which is based predominantly in India and Mexico. You will be responsible for ensuring globally implemented supply chain planning solutions that use best of breed machine learning (ML) and Artificial Intelligence (AI) based planning platforms are functioning as required and suggest solutions when they are not.

You will be responsible for providing an excellent customer experience to the clients' customers and resolve complex supply chain planning issues within defined service level agreements and quality standards. The client is a US based software and consultancy company that provides supply chain management, manufacturing planning, retail planning, store operations and category management offerings and is owned by a $ 80 B global conglomerate.

KEY RESPONSIBILITIES
- Provide excellent customer experience and solution support to clients' customers with ownership of their solution.
- Deliver excellent customer experience by resolving client customer's supply chain planning issues, which can be of high complexity.
- Ensure adherence to defined service level agreements, quality standards and practices.
- Deliver a high quality of service and operations through continuous improvement and prevention of incident and issue recurrences.
- Interact on business process impact and define possible workarounds with clients' customers during issue resolution.
- Consistently demonstrate customer centricity and a relentless attitude to innovate through positive teamwork beyond your team.
- Effectively communicate (verbal and written) with clients' customers and stakeholders.
- Proactively guide team members to communicate and influence clients' customers positively.
- Balance between soft skills (process, people, values, teamwork, roles) and hard skills (technologies, frameworks, solutions, products).

YOU SHOULD HAVE
- BE/BTech degree or equivalent.
- 3-5 years of experience in supply chain management with exposure to planning systems and Legacy and ERP system solution architecture.
- Experience with manufacturing and supply chain planning business processes.
- Experience with Azure Cloud and relevant tools and technologies.
- Experience in Oracle/SQL.
- Ability to understand scripts (shell, batch, Perl, python, etc.).
- Understanding of SAAS and business value KPIs related to the respective solution.
- Proactive and innovative approach to problem solving.
- Good analytical skills.
- Strong verbal and written communication in English.
- Strong working knowledge of Microsoft Office, in particular Word, Excel and PowerPoint.

Interested candidates should send their latest CV to **info@3asupplychain.com**.