Tejas Mahalle

PURCHASING COORDINATOR– Strategic Sourcing, Data Analysis, Vendor Management

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SKILLS

- **Procurement Systems**: Maintained BOMs, SAP purchase orders, vendor records, and SLA compliance logs.
- **Invoice Reconciliation**: Tracked order discrepancies, payment terms, credits, and supplier transactions.
- **Vendor Coordination**: Scheduled deliveries, updated lead times, and maintained internal audit registers.
- **Spend Analysis Tools**: Leveraged Excel to track costs, analyze variances, and forecast procurement budgets.
- **Documentation Control**: Compiled audit trails, order confirmations, and purchasing compliance reports.

WORK EXPERIENCE

Technical Support Advisor   **May 2024 – Present**
Kelly Services (Apple)   *Remote, Canada*

- Resolved 60+ tech support cases weekly by troubleshooting hardware/software issues; logging service workflows in CRM, improving SLA compliance and reducing recurring touchpoints in support-supply chain ecosystems.
- Managed 80+ inbound technical calls per week by executing tiered escalation protocols, updating service logs, and ensuring fulfillment of technical KPIs aligned to AppleCare resolution workflows and case inventory systems.
- Executed remote diagnostics for Apple devices using SOPs, automation scripts, and device-level analytics, accelerating service cycle times and achieving 98% first-call resolution in compliance with internal SLA matrices.

Project Manager   **April 2019 – April 2023**
A A Garg & Co. (HUL)   *India*

- Directed 150+ audits across India for 10+ agencies by scheduling plant visits, dispatching field teams, and aligning audits with sourcing, quality control, and approved procurement policies via project tracking tools.
- Analyzed discrepancies between audit results and ERP data by reviewing field-sourced inventory metrics, correcting 300+ stock mismatches to ensure BOM accuracy and align site-level findings with purchase records.
- Produced 48+ monthly & 4 annual reports using audited procurement data, reconciliation dashboards, and CRM insights, supporting compliance across supply contracts, vendor scorecards, and KPI-based procurement logs.

Financial Analyst   **February 2018 – December 2018**
Insync Analytics (India) Pvt. Ltd.   *India*

- Designed 25+ financial models for U.S. firms using multi-year trends and analyst input, enabling accurate spend forecasts, CAPEX projections, and standardized reporting applied in supplier selection & sourcing planning.
- Conducted variance analysis on sales drivers and credit ratios using SQL and Excel, flagging over 40 discrepancies and issuing statistically validated risk inputs to procurement teams for vendor evaluation over 3 fiscal quarters.
- Validated forecasted income statements and balance sheets via Bloomberg data, aligning 50+ procurement-related line items with GAAP and reducing financial inconsistencies in sourcing-driven budget forecasts by 30%.

Graduate Engineer Trainee   **September 2015 – September 2016**
Videocon Pvt. Ltd.   *India*

- Created and maintained over 500 SAP-based Bills of Materials, optimizing supply chain traceability, MRP accuracy, and procurement workflows while standardizing item master data for plant-wide sourcing operations.
- Investigated and resolved more than 100 internal product queries by liaising with cross-location engineering teams, validating CAD drawings, and escalating vendor-spec discrepancies to China-based sourcing divisions.
- Audited plant documents by reconciling SAP master data with engineering logs, ensuring item traceability, procurement compliance, and cutting configuration errors in multi-site sourcing and PLM documentation.

EDUCATION

Master in Management Studies (Finance)   September 2016 – June 2018
Thakur Institute of Management Studies and Research, India

Bachelor of Engineering (Electrical Engineering)   June 2011 - June 2015
MGM's Jawaharlal Nehru Engineering College, India

CERTIFICATIONS

- **Complete Supply Chain Management and Shipping**   February 2025
- **Supply Chain Management and Capacity Planning**   January 2025
- **Supply Chain Foundations: Analytics**   November 2024
- **Project Management Foundation**   December 2023
- **Advanced Excel Training**   August 2017
- **Financial Modelling using Microsoft Excel**   February 2017