

Portfolio

My portfolio showcases a diverse, 360-degree view of operations. It documents my transition from managing chemical raw materials and industrial stores, to directing logistics and dispatch, and finally to coordinating complex sales cycles. It proves that I understand not just how to move a product, but the technical and commercial value behind every batch

[Explore Me](#)

About Me

Operations excellence meets customer-centric solutions. With 13+ years of dynamic supply chain and customer support expertise, I bring precision-driven leadership and strategic operational management to every challenge. From mastering complex chemical inventory systems to building seamless customer experiences, I've consistently transformed operational complexities into competitive advantages. My career is built on three pillars: ERP system mastery, unwavering compliance standards, and cross-functional collaboration. I thrive in fast-paced environments where data-driven decisions drive efficiency, cost savings, and customer satisfaction. Currently excelling at Chemstock LLC, I continue to prove that operational excellence and exceptional service aren't just goals—they're commitments.

Professional Experience - 1

Chemstock LLC



Customer Support Representative

2022-Sep - Present

Dynamic Customer Support Representative and Sales Coordinator at Chemstock LLC with a proven track record in technical sales support and order management. Expert in coordinating between procurement, logistics, and end-users to ensure the seamless delivery of specialized chemical solutions. Proficient in managing high-volume RFQs, maintaining CRM databases, and ensuring compliance with international safety and transport standards for hazardous materials.

Committed to driving revenue growth through exceptional service and technical expertise

- Answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events
- Handling orders by phone, email, or mail, and checking that the orders have the correct prices, discounts, and product numbers
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time
- Collaborating with other departments to ensure sales, queries, and deliveries are handled efficiently
- Developing and maintaining filing systems to maintain sales records, prepare reports, and provide financial information to the finance department
- Making the company's products and services as attractive to potential customers as possible
- Coordinate the sales team by managing schedules, filing important documents, and communicating relevant information
- Respond to complaints from customers and give after-sales support when requested
- Store and sort financial and non-financial data to present reports
- Inform clients of unforeseen delays or problems
- Answering client questions regarding their account or sales products
- Working with staff members from other departments, such as marketing, research/design and financing to optimize sales
- Manage large amounts of incoming phone calls, identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Served as a liaison between internal departments such as production, logistics, and finance, ensuring seamless end-to-end management of client accounts.
- Streamlined sales processes for improved efficiency and customer satisfaction.
- Supported sales team members in achieving individual goals and targets through coaching, mentoring, and guidance.

Professional Experience - 2

Anchor Allied Factory LLC



Chemical Raw Material Storekeeper

Sep.2018 - Sep.2022

In the world of adhesives and sealants at Anchor Allied Factory LLC, precision starts in the warehouse. As a Chemical Raw Material Storekeeper, I manage the critical foundation of our manufacturing process. My role involves overseeing the intake and quality-controlled storage of diverse chemical components required for our global product lines. I specialize in temperature-sensitive storage, hazardous material segregation, and digital inventory reconciliation. I am dedicated to ensuring that our production schedules are never delayed by material shortages or logistical bottlenecks, always prioritizing a 'Safety First' culture

- Material Requirement planning for production against sales order or minimum stock maintaining according to lead time
- Receives and inspects of all incoming import and local delivery, item specification and quantity from Supplier against PO
- Before loading or offloading aware of risk & hazard of material and Ensure that chemicals are stored as per recommended storage condition
- Submitting samples of received materials on same day to lab or R & D for quality inspection and follow up for approval to Issuance of materials to production on approved issue slip
- Work closely with QA & QC, RD for quality inspection before offloading material
- Maintaining material incoming register, stock register, rejection register, inventory register
- Rejected material kept in 'Rejection marked area' and informed Purchase team & Suppliers
- Monthly self-auditing all Raw material and Packing material and Quarterly audit of material status with internal auditors
- Ensuring materials are issued in strict compliance with FEFO norms
- Coordination with logistics is mandatory for every next day planning of dispatch and offloading
- Ensuring all transactions are updated in ERP on same day before leaving from duty

Professional Experience - 3

Western Tanks and Pipes Co., Ltd.



Storekeeper

Feb-2015 - Aug.2018

As a Storekeeper for Western Tanks and Pipes Co. Ind. Ltd., I specialize in the heartbeat of the supply chain: materials management. Handling the diverse inventory required for industrial tank and pipe manufacturing requires more than just organization—it requires a deep understanding of technical specifications and project timelines. I am passionate about optimizing warehouse space, implementing rigorous FIFO protocols, and ensuring that our production teams never face a bottleneck. I thrive on the precision required to keep a large-scale industrial facility running at peak efficiency

- Daily reported to Planning & Purchase department about incoming materials
- Distribute goods to the Engineering Department employees against stores request
- Weekly requisitioning of materials required to maintain stock level
- Verification of incoming materials with QC supervisor
- Report to Project and Procurement Manager about project materials stock update
- Coordinating and arranging the project materials on time and supporting the production
- Monitor product specifications, engineering technology and production processes
- Ensuring that materials used with minimum wastage

Professional Experience - 4

Elite Food's PVT LTD, India



Dispatcher

Aug 2012 - Nov 2014

As a Dispatcher at Elite Food's PVT LTD, I bridge the gap between production excellence and customer satisfaction. My role focuses on the strategic oversight of the production schedule, ensuring that our supply chain moves with precision. I specialize in managing multi-fleet logistics and real-time inventory tracking, always with a focus on operational efficiency and cost-reduction. I am passionate about utilizing data-driven logistics to keep the wheels of India's food industry turning smoothly

- Receive and dispatch orders by Making Delivery Note
- Oversee the route of field units and track delivery status of products
- Coordinate schedule in the most effective manner
- Inform field units about orders and traffic
- Provide reports to upper management
- Proactively address problems and suggest solutions
- Operate and manage a multi-line telephone console system
- Respond to queries related to products and deliveries
- Supervise the route and status of field units to prioritize their daily schedule



My Vision

To become a leading architect of integrated supply chain solutions in the Middle East's industrial sector. I envision a future where data-driven logistics and technical expertise eliminate waste, enhance safety, and create seamless synergy between production floors and global markets

My Mission

To drive operational excellence by bridging the gap between technical material management and commercial success. I am committed to optimizing supply chain flows—from precise chemical inventory control and safe warehouse practices to streamlined dispatch logistics—ensuring that every product reaches the customer with 100% accuracy, safety, and efficiency



Skills

Procurement & Sourcing

After Sales Support

Chemical Handling & Storage

Dispatch Management

Vendor Management

Pricing Strategy

Sales & Operations

Order Management

Time Management

Inventory Management

Team Handling

Communication Skills

Sales Reporting & Analysis

Warehouse Management

ERP & SAP Management

SEO Analitics

Website Developer

Patiance & Empathy

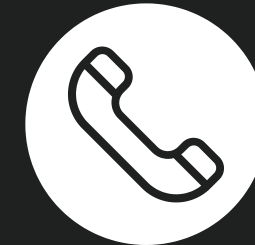
CRM & Software Proficiency

Digital Marketor

My Contact



Dubai,U.A.E



+971 522113303



annadasnicholas.com



robinannadas@gmail.com



www.linkedin.com/in/annadas

Thank You

Thank you for taking the time to review my portfolio. My career has been built on the precision required in chemical stores and the high-speed coordination of logistics. I hope these projects demonstrate how I can bring that same '100% accuracy and efficiency' mindset to your operations. I look forward to the possibility of discussing how my experience in the UAE industrial sector can support your team's goals

THANK
YOU

