ALFAZ KHAN

Product Manager | Supply Chain Analyst

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PROFESSIONAL SUMMARY

Product Manager with 6+ years across service, operations, ERP implementation, and supply chain. I replace process knowledge that lives in one person's head with rule-based AI systems, so teams handle exceptions instead of admin. I build AI into the process, not around it: rules handle data entry, reporting, and reconciliation, and only what needs judgment reaches a person.

CORE COMPETENCIES

Professional Skills: Product Management, PRD and SOP Development, SLA and Escalation Design, Change Management, Supply Chain Analytics, Release Management, Scrum and Agile, Continuous Improvement, Stakeholder Management, Lean Six Sigma, Prompt Engineering, User Research, Workflow Automation

Technical Skills: Python, R, SQL, Excel, Power Query, Google Apps Script, Minitab

Visualization: Power BI, Tableau

ERP and Supply Chain Systems: SAP S/4HANA (FI, MM, SD, PP), Microsoft Dynamics 365, WMS

Product and Project Tools: Jira, Asana, Figma

CAREER HIGHLIGHTS

- **Tessol:** Lifted ticket coverage for Amazon, the largest client, from 30% to 79% and cut 72-hour TAT breaches from 32% to 6% by building Tessol Connect and redesigning PAN India operations around preventive maintenance.
- **KeelWorks:** Improved volunteer retention by 22% by redesigning onboarding and engagement workflows for 300+ volunteers.
- **MINEMAN Systems:** Cut internal onboarding support tickets by 90% by standardizing 220+ help documents and reports. Cut the time for ticket test case file creation by 67% with an AI-assisted generator running on system rules.

PROFESSIONAL EXPERIENCE

PRODUCT MANAGER | TESSOL (THERMAL ENERGY SERVICE SOLUTIONS) | MUMBAI, INDIA **Jun 2026 – Sep 2026**

- Owned the product vision, MVP definition, and rollout plan for Tessol Connect, an in-house ticketing and field service platform replacing a 3P tool, designed for 25+ Cold Chain clients; supporting automation saving 2 hours of manual reporting daily.
- Defined the platform's operating workflow, including SLA, TAT and escalation matrices by client and complaint type, and the end-to-end ticket lifecycle, lifting ticket coverage for the largest account (Amazon) from 30% to 79% (Q3 report).
- Built a service reporting engine while running a daily scrum of 20 people: a master database consolidating complaints across 25+ clients, generating automated client reports with a Root Cause Analysis (RCA) tracker for repetitive complaints, TAT performance dashboard, and scheduled daily automated alerts on pending parts and open actions with action owners.
- Redesigned the PAN India operations workflow and introduced a preventive maintenance checklist on every visit. Dropped complaints breaching the 72-hour TAT from 32% to 6% and raised same day resolution from 29% to 46% (Q3 report).
- Standardized end-to-end supply chain project execution for cold room installations by piloting Asana on 2 projects across the project and procurement teams, converting client RFQ through design, procurement, vendor alignment, material dispatch and installation into a 43-task reusable template with milestone gates and named owners.

PRODUCT MANAGER | KEELWORKS ORG. | REMOTE, USA **Dec 2024 – Apr 2026**

- Restructured backlog prioritization and resource allocation by creating an internal platform that matches volunteers to existing projects based on the skills managers in different departments require.
- Built KPI-driven dashboards tracking 4 KPIs (manager escalations per week, time to deploy new resources, time to first contribution, onboarding satisfaction score) across 300+ volunteers, informing MVP roadmap prioritization.
- Improved volunteer retention into the manager's next project by 22% through structured onboarding and engagement workflow redesign.

PROJECT IMPLEMENTATION CONSULTANT | MINEMAN SYSTEMS PVT. LTD. | MUMBAI, INDIA **Jul 2021 – Jul 2023**

- Validated end-to-end operations, goods receipt posting (MIGO), and invoice verification (MIRO) across SAP implementations along with client training and UAT for operations, finance and logistics teams.
- Led end-to-end ERP implementations for 6 clients, coordinating technical, finance and client production stakeholders, with client teams of about 10 people on most projects.
- Standardized 220+ onboarding and help documents using document usage analytics and cross-regional feedback, cutting internal onboarding support tickets by 90% (~180 tickets per year).
- Built an AI-assisted test case file generator based on backend SQL logic and ticket descriptions; achieved a 67% reduction in manual data entry (45 to 15 minutes per ticket saving 260 hours annually).

SUMMER INTERN | LARSEN AND TOUBRO | MUMBAI, INDIA **May 2019 – Jun 2019**

- Gained insights into project management within the Upstream Oil & Gas sector, deploying lean methodologies to optimize project workflows.

SUPPLY CHAIN MANAGER | CLOTH WAGEN (PERSONAL VENTURE) | MUMBAI, INDIA **Apr 2014 – Dec 2016**

- Led supplier negotiations with 3 suppliers on recurring raw material purchases, balancing price, quality, and transport to secure cost savings and supply continuity.
- Managed purchasing end-to-end across SAP, processing ~60 POs per month across 15 SKUs, while coordinating with sales and production planning to reduce inventory holding period by 22%.
- Ran RFQ and vendor negotiation cycles, supply chain planning, evaluated supplier risk and performance on price, quality, and delivery reliability, and used spend analysis to prevent around $9K in scrap losses.

PROJECTS

TESSOL CONNECT **Jun 2026 – Sep 2026**

- Owned 18-document lifecycle library for Tessol Connect, an in-house ticketing and field service platform with 3 interfaces (Service, Technician and Client), sized for ~450 monthly tickets across 25+ clients and 260+ users.
- Designed ticket handling rules including region wise round robin routing, a merge ticket function that removes duplicates from SLA, TAT and CSAT counts with a full audit log, OTP closure with soft close and hard close rules for accurate KPI measurement, and a mandatory 1-to-5-star CSAT after every visit.
- Expanded ticket intake to 5 channels (email, live chat, phone, public web form, and agent created tickets) and standardized equipment types so every ticket maps to the right site, serial number and complaint type.

EMPLOYEE ONBOARDING AND ENGAGEMENT WORKFLOW **Dec 2024 – Jul 2025**

- Redesigned onboarding for 300+ volunteers, replacing scattered documentation and repeated questions with an AI onboarding assistant that answers only from source documents and cites them.
- Created a personalized 20-day learning path by role (orientation, context building, first contribution milestones), reviewed by the manager before the volunteer sees it.
- Defined 3 human fallback triggers (sensitive questions routed to the manager, a flag after 3 repeat questions in a week, a check in after 48 hours without engagement) and a weekly manager digest, keeping a human in the loop.

RISK WEIGHTED SOURCING STRATEGY | BECTON DICKINSON | REMOTE, USA **Jan 2024 – May 2024**

- Designed a sourcing strategy for critical components across 400+ SKUs in the life science department, analyzing supplier concentration, alternate supplier feasibility, and lead time variability to guide supplier selection.
- Developed procurement risk assessment frameworks supporting sourcing decisions for end-of-life components, last-time-buy planning, and new workflow for reactive supplier continuity mitigation based on the analytical findings.

EDUCATION

Master of Supply Chain Analytics, Rutgers Business School, New Brunswick, NJ, USA **Dec 2024**

Bachelor of Technology, Mechanical Engineering + Honors in Robotics & IoT, NMIMS University, Mumbai **May 2021**

CERTIFICATIONS

- Lean Six Sigma Analyze Improve and Control Tools — Project Management Institute (PMI)
- Lean Six Sigma Green Belt — International Institute of Business Analysis (IIBA)
- Supply Chain Foundations: Demand Planning — Council of Supply Chain Management Professionals (CSCMP)
- Inventory Management Foundations — National Association of State Boards of Accountancy (NASBA)
- Root Cause Analysis: Getting to the Root of Business Problems — Project Management Institute (PMI)