



Rayyan Dalwai

Results-driven and detail-oriented professional with a solid background in commerce, supply chain management, and customer service. Expertise in order management, client coordination, and end-to-end logistics. Experienced in cross-functional collaboration with planners, manufacturing units, and logistics partners to ensure seamless operations and customer satisfaction. Holds a B.Com degree and currently pursuing M.Com, while actively expanding skills in data analytics to strengthen business decision-making. Known for strong communication, problem-solving abilities, and a proactive approach to achieving operational excellence.

Contact

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Riyadh

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Education

2024-Pursuing

Masters of commerce

(Advance Accounting)

Mumbai University

2021-2024

Bachelor of Commerce

(Financial accounting and Auditing)

Mumbai University

Skills & Tools

- Project management
- Public relations
- Teamwork
- Time management
- Leadership
- Effective communication
- Problem Solving & Root Cause Analysis
- Process Optimization
- SAP
- Microsoft Office
- Tally
- CRM

Language

- English
- Hindi

Experience

Dow Chemical Int

Customer service specialist(O2C) supply chain coordinator

June 2024-Dec 2025

- Executed end-to-end Order-to-Cash (O2C) Process including order entry, fulfilment, invoicing, and payment follow-up.
- Managed accurate order entry in SAP for Packaging & Specialty Plastics business.
- Coordinated order fulfilment activities to ensure timely delivery as per business priorities.
- Maintained strong knowledge of products applications and service offerings.
- Ensured high customer service levels, proactively resolving issues and implementing solutions.
- Collaborated cross-functionally with planners, plants, logistics, carriers, and forwarders.
- Identified customer needs and matched them with cost-effective business solutions.
- Used SAP and CRM tools for order tracking, issue resolution, and customer updates.
- Supported credit checks, delivery scheduling, invoice accuracy, and dispute management.
- Contributed to process improvements and enhanced overall customer experience.
- Monitored inventory costs, identified fast- and slow-moving items, and supported actions to reduce wastage and excess stock.

C A Aniket sohani and associates

Jr Accountant

April 2024-June 2024

- Handle daily accounting entries and transactions
- Maintain accurate financial records and ledgers
- Manage accounts payable and receivable. Prepare bank reconciliations and monthly reports
- Support monthly and yearly account closing. Assist with basic budgeting and financial reporting
- Ensure compliance with company procedures and local regulations
- Prepare and manage P&L statements, Balance Sheets, and Cash Flow reports

Courses

Business Intelligence

2025

LearnTube

Operations Management.

2025

LearnTube

Sales and marketing training

2023

Hindustan Coco-Cola Beverages Pvt Ltd

Income tax and Gst

2023

Dbj College Chiplun