**Mr. Sanghrakshit Karwade**

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Contract No: +91-9552706730

**MANAGEMENT PROFESSIONAL – 4 Years 9 Months**

**Profile Summary:**

* A result-oriented professional working with **WNS Global Services, Pune as Lead Associated**in**Account Receivable and Order Management** for (Caribbean Latin America) CLA region. However, formerly led **Order Management process**forCLA, UK& EMIA region.
* A self-motivated leveraged professional with 04+ years’ experience in **Accounts Receivables & Order Management Process,**
* Expertise in leading and monitoring the team and stabilizing global processes. Equally effective at understanding systems, identifying issues, providing corrective solutions.
* A proactive leader & planner with expertise in understanding and fulfilling client needs along with meeting SLAs/Metrics.
* Recipient of several Awards/Certificates of Recognition.
* Efficient organizer, motivator, team player and a decisive leader with the ability to motivate teams to excel and win.
* Order scrutiny with respect to WNS standard policies like Minimum standard, credit control, export policy etc., payment terms, incoterms etc.

**Core Competencies:**

* Work on tasks assigned on Service Now tools for various Order Management Activities.
* Successfully handling the team along with appraisals closure.
* Stabilizing multiple processes with the guidelines for improving operational efficiencies.
* Ensuring client/customer satisfaction through continuous process improvement plans as well as coordinating with the client with an objective to maintain fruitful relationship and reach business goals. Achieving positive VOC from client consistently.
* Attending the customer calls, addressing the issues and resolving the same.
* Developing a positive work environment to enhance productivity by appraising on the performance at the regular intervals in an effective manner.
* Proactiveness to identify the issues and getting ready with solution.

**Organizational Experience:**

**WNS Global Services – Pune**

**Lead Associated – Operations**

**Process - (Tearadata)**

**November 13th, 2018 - September 25th, 2020**

**Key Activity Areas:**

* Currentlytransitioning and leading anOrder Management(O2C)process for CLA region.Its included Order Creation/Billing/Order Return (RMA)/Inventory/Documents Validation/Software Validation.
* Leading a team of 20 members which includes AR & Order management.
* **Order Management professional with End to End knowledge includes**: -
* Order entry into movex ERP System with complete correctness of data and information
* Quote Booking, Order booking & fulfillment
* Co-ordination with Sales support for confirmed delivery date, Order acceptance etc., Follow up for on time delivery, Internal and external customer communication.
* Validate related documents with signed
* Working with Logistics to ensure smooth delivery
* Follow for payment based on payment terms like proforma invoice payment etc.
* Invoice generation (Billing), Service contracts, Customer service, Transaction service & Subscription.
* RMA, Termination &Credit & Rebill
* Maintaining Master Customer Database
* Ensure timely dispatch, Invoicing, documentations, co-ordination etc. to satisfy the customer and fulfil the commitment Timely Sending Invoices to customers for payment and LC Negotiation.
* Proficient in handing Oracle 11i, ServiceNow,Invoice Engine, Changepoint, Tracer applications.
* Created multiple business enable reports & dashboards in ServiceNow.
* Preparing daily status report, weekly and monthly performance deck to represent to client.
* Leading calls with client along with analyzing team performance and areas of improvement for betterment of the process.
* Ensuring to meet all SLAs daily and monthly basis.
* Conducting team meeting on daily basis to discuss expectations and challenges.

**Achievements/Awards/Appreciations:**

* Received appreciation from client for learning end to end process in a short span of time.
* Appreciated by Leadership for managing team and getting deliverables done successfully.
* Appreciated by Leadership for bringing declining trend in backlog and finishing fiscal year end with great numbers.

**Wipro Limited– Pune Hinjewadi (March 20th, 2015 – September 01st, 2018)**

**Senior Officer – Operations**

**Domain – Order Management**

**Process - (Telstra)**

**March 20th, 2015–December31st, 2016. Process Associated – Order Managements (Billing)**

**January 01st, 2016 – September 01st 2018Process Expertise – Escalation Team**

**Key Activity Areas:**

* Work on tasks assigned on varied Order Management Activities (Billing).
* End to end solution to agent queries on time.
* Investigate in multiple applications and resolve queries on tasks assign.
* Communicating Via emails and calls with onshore clients.
* Part ofEscalation team and have a trend on experience on all the products and does multitasking.
* Attended Client calls with manager of daily volume and problem solving.
* I also check rove portal and manage escalation from clients
* I have trained new entrants both in Pune and Airoli worked as a trainer.
* Drives and supports the floor during NDD hours.
* I also attend the client call and resolved TIO complaints from the customer’s
* I check Invalid Park of my team members and have good subject knowledge since a part of pilot batch.
* Responsible to meet the performance criteria set by the organization.
* Handling control Dashboard to make sure to keep score around 100%.

**Aditya Birla Minacs worldwide Pvt. Ltd.Aurangabad(March 2014 –February 2015)**

**Process Associate – BPO**

**Domain – Inbound Calling**

**Key Activity Areas:**

* I have done inbound calling for prepaid products and resolved customers queries. It also involved handling escalation and training new entrants

**Key Activity Areas:**

* Invoice Processing and Billing as customer requirement.
* Make an entry on cash payment in account.
* Made Challans, bills and receipts of goods, maintain all records of goods transactions.
* Handled Income and Expenditure of company.

**Academic Qualification**

* MBA (Finance) fromSIPNA’S College of Engineering & Technology Amravati University (2011).
* B. Com. From Bhartiya Mahavidyalaya Arts & Commerce College Amravati (2007).
* HSC from Shri Shivaji Arts & Commerce College Amravati (2004).
* SSC from New High School Main Board of Secondary Education, Amravati (2002).

**IT Skills**

Conversant with MS Office Suite, Matrix, Citrix, Oracle R-11, ServiceNow, Changepoint, Tracer (CFS Contract)& Web Ordering Tool.

**Differentiator /s**

Optimism, Good analytical skills, result oriented, Team player, Problem solving and decision-making skills & Flexible.

**Interest & Hobbies**

Listen to music, traveling & spend time with friends

**Personal Details**

Father’s Name Mr. Tarachand Barkuji Karwade

Mother’s Name Mrs. Rekha Tarachand Karwade

Date of Birth 08th August 1984

Languages Known English, Hindi and Regional

Nationality Indian

Marital Status Married

Current Address: Swapnsakar Niwas, Dighi Goanthan, Alandi Road, DighiJakat Naka – Pune Maharashtra

Permanent Address:Narsimha Saraswati Nagar, Near Jivan Vikas School, Gopal Nagar, Amravati Maharashtra - 444607

I confirm that all the above details are in the best of my knowledge.

**Signature**

(Sanghrakshit Karwade)