POOJA GR
Business Analyst II (Indirect Sales Support)

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OBJECTIVE:

Enthusiastic Team Lead, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of customer/stakeholders requirement and supporting and guiding team to achieve set goals. Motivated to learn, grow and excel.

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENT:

Company : **Oracle India Pvt Ltd**
Current Designation: **Business Analyst II / Lead - PARTNER TRANSACTION CENTER (Indirect sales support)**
(ALLIANCES & CHANNELS NORTH AMERICA)
Total Experience : **March 2015 – Till date**

Oracle Partner Transactions Team: **Jan 2020– Till date**

Partner Transactions team is designed to be the customer facing team working directly with our partners and Value added distributors to assist in standard and non-standard Channels and Alliance Transactions. Assisting partners/Value added Distributors from Enrolment, Opportunity/Deal registration, Online Store assistance, Resell rights requirement, Distribution agreements, End user agreements, Rebates and Nonstandard requirements.

Expertise in handling, Complete Hardware, License & Cloud Life Cycle from Sales Opportunity Creation to Provision.

Managerial Role:

- Stakeholder management.
- PTC knowledge management, on boarding, system.
- Managing escalations.
- Managing staffing needs for Q close.
- Make sure that the team is adequately skilled.
- Monitoring and balancing team workload, and identifying resource shortfalls.
- Enhancements and process change training
- Discuss and support team members' training and development needs
- Offer assistance to team members for completion of their tasks/goals, and provide timely and constructive feedback.
- Quality review and feedback

Project management role:

- Monitoring change implementation (new Tools/Process).
- Quality improvement and monitoring.
- Engaging with partners to understand issues and concerns to improve process.
- Simplify, Standardize & Automate (SSA) on idea management.

Designation: Lead process Specialist- Deal Management **Aug 2018 to Dec 2019**

- Individual contributor and Divisional process owner of the team in terms of managing various task like Q, CPQ testing, SME (Subject Matter expert), Escalations, Quality, Metrics & Projects.
- Responsible for the teams KPI's such as Quality, TAT, Sales Satisfaction.
- Managing quality challenges of individual and team performance to provide Root Cause Analysis (RCA) and suggest Corrective and preventive action (CAPA).
- Q Management Program for the entire team and regular meetings to setup the process streamlined.

Designation: Senior Deal Specialist - Deal Management   **Mar 2017 to July 2018**

- Providing support to Sales in various Oracle applications used for quoting products.
- Ensure all process change and updates are reviewed and published.
- Review all process documents and ensure all process gaps are addressed.
- Coordinate with cross LOB to ensure smooth flow of the business.
- Take ownership of overall system bugs and coordinate with the IT Team to find solution.

Designation: Deal Specialist: - Deal Management   **Mar 2015 - FEB 2017**

- Preparing Oracle Legal Documents post sales.
- Drafting of products, discounts, additional requirements and reviewing agreements.
- Handling high value customer profile deals.
- Publishing team Quality report on a daily basis

TECHNICAL SKILLS and APPLICATION SKILLS:

- MS Office (Word, Excel, PowerPoint, Outlook)
- CRM, Web quote (Quoting tool), Deal Approval System (DAS), GSI (Global Single Instance Tool), APEX Tool, Customer portal (Right now tool), & CPQ (Configure Price Quote).

INDIVIDUAL SKILLS:

- Collaboration & Networking
- Driving Change
- Team player

ACHIEVEMENTS:

- Best Performer Awards for ensuring in completing the large deal on time with 100% accuracy by effective communication with Cross functional team and released the orders to reach the products to customer within the expected timeline.
- You are recognized awards for best Quality and TAT with highest production and been an equal challenger to tenured peers in the team.
- Nominated as Area Lead for Cloud, Hardware and Software line of business for newly launched tool Configure price quote (CPQ) to identify performance issue, process gaps and lead UAT's to fix the issues.
- Successfully streamed the CQS tracker and drive efficiently to America region.
- Nominated as a trainer to the new and tenured peers to improve the process gaps and standardize the process for better result.
- Best Customer Support Awards

ACADEMIC CREDENTIALS:

- B.Com (Bachelor of Commerce)   ---85%
  Indo –American Degree College, Ballari.

DECLARATION:

I, Pooja GR, hereby declare that the details furnished above are true and to the best of my knowledge.

Date:
Place: Ballari   (Pooja GR)