

CAREER OBJECTIVE

To obtain a challenging position where I will utilize exceptional organizational, project management and customer service skills to contribute to organizational goals and to be presented with career development opportunities.

SKILLS

Customer Service Skills:

Award-winning customer service skills. Process Improvement, Project Management.

Communication Skills:

Excellent Communication & Presentation Skills.

Deal with internal and external customers at all levels via telephone and email giving detailed, personalized, and polite service to ensure customer retention.

Software Skills

Salesforce, Windows 10, MS Office (Word, Excel, Outlook, PowerPoint).

WORK EXPERIENCE

SENIOR PROCESS ASSOCIATE - Sequential Technologies International / Bengaluru - Dec 2016 – present

- Obtained information required to process the order (user data, product reference details, installation details, exchange requests, billing dates, sales codes, billing account contacts).
- Submitted quote requests for management approvals, and consult with product teams, trainers, and systems support to identify service-impacting issues.
- Managed and resolved external & internal queries relating to quote/order status, client account information.
- Ensured that all orders have a positive lead-time and appropriate order processing procedures are followed for rush orders.
- Efficiently processed orders received via telephone, EDI, Fax, and email in order to ensure on-time delivery to customer location.
- Effectively process customer orders, returns, and expedited order fulfillment to improve the level of customer service.
- Continually met and exceeded expectations in both quality & cycle time metrics when delivering orders.
- Maintained an order accuracy of 96.05% compared to a team average of 90.26% and a team goal of 90%.
- Ensure compliance with all company and business policies and administer all open sales orders and ensure appropriate order flow.
- Received multiple awards for going above & beyond to meet customer's needs, and the ability to provide creative solutions to complex problems.
- Manage post receipt order activity, (i.e., delivery date or delivery terms changes, quantity, item deletions, and additions).
- Managed the order entry process by taking responsibility for the order upon receipt of order and keeping the responsibility of the order, even after in the customer's hands.
- Received positive feedback regularly from coworkers and customers.
- Diagnosed technical issues within the ordering platform and partnered with IT to resolve.
- Trained all new hires and create process and procedure documentation.

OPERATIONS ANALYST - Synchronoss Technologies Inc. / Bengaluru - **Aug 2014 – Dec 2016**

- Creates and submits purchase orders for the coffee selling group.
- Contacted and follow up with customers to resolve billing issues.
- Validated and processed routine product and service purchase orders submitted by regional customers.
- Expedited, order tracked and Ad-hoc reported.
- Coordinated special requests and gain approvals.
- Complied with customer contract requirements in the order management process.
- Interact with manufacturing, various service groups, marketing, and finance, engineering, sales, and shipping to resolve all issues.
- Interacted daily with international customers, vendors, all freight forwarders daily to answer all inquiries, issues, and complaints regarding their orders.
- Directly contributes to a 40% increase in overall company growth.
- Adapted easily and learned processes quickly, always keeping abreast of changes in processes.

MEMBER PROVISIONER - Synchronoss Technologies Inc. / Bengaluru - **Aug 2012 – Aug 2014**

- Manage the entire order and delivery cycle process.
- Investigate and resolve all order related discrepancies.
- Responsible for accurately processing all US direct/channel orders within SLA.
- Engage with sales, channel partners and internal departments as required to support the Order to Cash process.
- Complied with customer contract requirements in the order management process.
- Coordinates and enhances the production tracking processes; build strong relationships with foreign vendors.
- Received multiple awards for going above & beyond to meet customer's needs, and the ability to provide creative solutions to complex problems.

EDUCATION

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY - Anantapuramu, AP - **May 2011**

- Bachelor of Technology in Information Technology

REFERENCES

Available on Request.