

Sangeetha Pasala

Senior Analyst

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A seasoned Order Management and Automation professional with Over 9+ years of experience in managing various business activities entailing: SAP Master data, Order management, Order to Cash, Sales Operations, Quoting, Pricing, Sales Contract Renewals , RPA Process and One Click process Etc.



Skills

- ◆ SAP MDM (Master Data Management) ◆◆◆◆◆
- ◆ Define and Assign Enterprise Structure in IMG Environment ◆◆◆◆◆
- ◆ ORACLE 11i ◆◆◆◆◆
- ◆ Oracle EBS ◆◆◆◆◆
- ◆ IB Tool ◆◆◆◆◆
- ◆ Salesforce.Com ◆◆◆◆◆
- ◆ Siebel CRM ◆◆◆◆◆
- ◆ SQL Coding ◆◆◆◆◆
- ◆ Advanced Excel ◆◆◆◆◆
- ◆ Pivot Tables, V lookups ◆◆◆◆◆
- ◆ Six Sigma White Belt ◆◆◆◆◆
- ◆ MS Excel, MS Word, MS PowerPoint, MS Outlook ◆◆◆◆◆
- ◆ SAP SD (Sales and Distribution) ◆◆◆◆◆



Work History

- ◆ **Oct 2017 - Senior Analyst**
Current *Exxon Mobil (Master Data) Process Repatched to HCL due to Covid from August 2021, Bengaluru*

- Pioneered in Set up, Review and maintain customer data and Pricing in SAP SD & CRM
- Expertise in handling SGA, BSA & SDD quotes along with D boss Opportunities, PNL's, Retail and Rebate Pricing
- SME for Escalation handling and ability to handle High Volume of Requests
- Partner with cross functional teams to resolve issues associated with pricing and billing within SLA
- Extracting, analyzing of MDS and Sales data to generate reports from SAP SD on monthly & quarterly basis.
- Conducting Quality check for Quotes created & drafted by team before it's sent to Sales
- Provide Refresher training and mentor new hires on Master data & Pricing Process.
- Managed over 50+ requests with span of 2 days TAT and due to which Increased sales turn over along with customer satisfaction.
- Coded & tested SQL queries based on persistent table via inline values. Dynamic SQL and Merge statements

May 2015 **Senior Data Analyst**

- Aug
2017

Concentrix Technologies, (Global Contract Renewals) (Client Vmware), Bengaluru

- Providing quotes as per contract terms, non-standard approvals from sales and customer requests
- Rewarding performance on Special and TOP Deal Que handling for High value deals and Quote Renewals.
- Usage of IB (Install Base) and SFDC tools performed bundle configuration, Quantity change ,split instances, data consolidation, Reporting, Sales Ops and issue solving.

Jan 2013 - **Process Executive ((Service Quoting)**

May 2015

Infosys, (Client Cisco), Bangalore, Bengaluru

- Processing "Cisco "support quotes globally (EMEA, APAC, US Regions)
- End to end handling Quote to Cash process such as Quote creation validating Service Quotes by using supported tools
- Making necessary changes as per customer request such as change of address, change of coverage dates, Discount and service level changes



Education

May 2010 **MBA: Human Resources Management & Marketing**

- Jun 2012 *GATE Institute of Technology & Management Sciences - Tirupathi*

Bachelor of Science: Biotechnology And Computers

Apr 2007 - Sri Shiridi Sai Women's Degree College - Rayachoty

Mar 2010



Major projects

RPA and One click Project, Represent from MDS

- Accelerated RPA Project for Pricing activities by Coordinating with PIA, Controllers, Managers and Process owners which helps flawless execution
- Successfully handled execution of One click project for entire EAME region
- Worked on KPI report which helped organization to bring down SLA from 8 to 6 days and further reduction to 4 within 6 months of ownership



Accomplishments

- Bagged 'Bright Flash' Award for outstanding performance on enabling distributors pricing in one day which resulted to secure a \$ 6.8 Million spot deal
- Won Three spot awards for achieving 100% quality and highest productivity within SLA
- Awarded as a top performer in ignite and excite competition for top closures.
- Got awarded with for R&R for 3 quarters continuously for best performance in team
- Consistently performed well with high production numbers and quality.
- Appreciated for System Rapidity,commitment, dedication and accuracy shown towards any task that was provided and have always been exceeding the set expectations and targets.