

Ravali Nagavarapu

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CAREER SUMMARY

Marketing Operations professional with considerable experience in driving cross-functional projects across Marketing, Sales & Operations and providing Customer Support for a Fortune 500 company; Experienced in maintaining MIS, sales reporting & business analysis. Recognized as a go-getter and a problem solver. Able to clarify issues, mobilize support and facilitate decision making in complex situations.

SKILLS: MS Office (Excel, PowerPoint, Word), Oracle ERP, Minitab,

WORK EXPERIENCE

Altem Technologies Pvt Ltd
Asst Manager –OMCS & Renewals

Bangalore, India
Sept'19 - Present

Job Summary:

- Manage calls with customers/partners regarding renewal quotes, products, pricing, programs, up/cross selling etc
- Prepare and submit the quotes to clients and close the orders , monitor the order until it reaches the end customer
- Maintain relationships with clients by providing support, information, and guidance
- Strong determination in planning ,order Management, portfolio maintenance
- Maintain accurate customer master record including 3D Printers, Consumables , licenses, software expiration dates, shipping address, updating customer contacts
- Supplier price discrepancy management and issues handling, coordination on the agreements approval flow
- Analyze the various factors that may key in delay of the delivery of the material and provide the solution
- Produce regular and accurate forecasts as requested by Superiors
- Adhere to the corporate Renewals policy and practices, and meet defined performance metrics

Exalto Communications Pvt Ltd
Dy.Manager –OMCS & Procurement Analyst

Bangalore, India
May'18 – Aug'19

Job Summary:

- Maintain relationships with clients by providing support, information, and guidance
- Strong determination in planning ,order Management, portfolio maintenance
- RFQ Launching, tracking and Reporting Supplier Quotes
- Creating POs, supplier follows up for Quotes, Answering supplier queries in collaboration with buyer, PD and other cross functional team members
- Prepare and publish various reports like OTD, FIF, OTR by collecting, analyzing, and summarizing information
- Supplier price discrepancy management and issues handling, coordination on the agreements approval flow
- Analyze the various factors that may key in delay of the delivery of the material and provide the solution
- Follow up with vendors for documentation and setup onetime vendors in the system with required related payment terms
- Resolve open orders (backlogs) report issues and reach out to SCM team to determine source of delay, communicate status and escalates issues to higher levels

Cummins Technologies Pvt. India Limited
Jr. Manager -OMCS &Sales Support Specialist

Pune, India
Feb'15 - April'18

Job Summary:

- Prepare and publish various MIS reports on weekly basis
- Conduct weekly meetings with cross-functional teams to ensure material availability and on time dispatches, prioritization of urgent orders
- Maintain order board details of various customers and publish weekly order board status to stakeholders
- Help resolve order management issues such as SR's within the agreed SLA's for all product lines using general subject matter knowledge
- Submit monthly forecast and ensure to maintain the safety stock target levels
- Assist other departments and support teams (e.g. internal sales, Operational support, Materials, Logistics) by reporting the issues to the appropriate roles
- Resolve open orders (backlogs) report issues and reach out to SCM team to determine source of delay, communicate status and escalates issues to higher levels.
- Provide Marcom support and ensure availability of brochures at dealership ends

Key Achievements:

- Increase in sales by 40%, improving the setup of min-max at dealership ends in benefit of immediate stock availability for secondary customers
- Reduce customer back orders from INR 3.2 Cr to INR 0.50 Cr ,developing planning system strategies
- EDO (Engine down order) Order lines reduction from 37% to 13% , analyzing and proposing the correct safety stock
- Received 'Pat on the back' for Customer support excellence and delivering superior results
- Earned Excellence Award for Improved delivery performance(gas engine parts) to achieve higher level of customer satisfaction

Tata Motors Limited*Administrative Coordinator***Pune, India
Oct'14 – Feb'15****Job Summary:**

- Suggested and implemented few setups in the office campus, by identifying, rate negotiation and managing with different vendors
- Schedule and coordinate client meeting, conference and travel arrangements for leadership team
- Manage travel and expense reports for different department , maintained office supply inventories and being careful to adhere to budgeting practices

Kankatala Textiles*Order Management & Customer Support -OMCS***Vizag, India
Apr'13 – Sep'14****Job Summary:**

- Prepare MIS for Purchase Orders Vs Dispatch, handled order processing with suppliers, coordinating with the sales & dispatch team for consignment & orders
- Ensure the prioritized consignments ship out in time
- Publish daily/weekly reports on all the KPI's

Key Achievements:

- Identified excess inventory 50L and developed a sales plan jointly with sales team to liquidate the inventory and thus reducing the total inventory by 25%
- Managed all aspects of demand analysis and forecasting contributing to increased profit of 11% to 18%

EDUCATION

Bachelors of Computer Applications
Aditya Degree College

**Vizag, Andhra Pradesh, India
2010 – 2013****ADDITIONAL DETAILS**

- Volunteered actively in various **Corporate Social Responsibility** activities
- **Languages Known:** English (Fluent), Telugu (Fluent), Hindi (Basic), Tamil (Basic)