Abdul Saleem

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Location: Bengaluru

Experience Summary

Experienced IT Asset management Senior Analyst with demonstrated history of working in the information technology and services industry overall professional experience of 10+ years across various roles.

Expertise in HAM & SAM, License Metering, Compliance Management and Operations, proven track record in Client-Facing Role Worked predominantly in Australia and Indian geography Onsite Travel Exposure at Australia and United Kingdom.

Technical Skills

- Service Now, BMC Remedy
- Oracle 11i (ERP Functional), OTM, SAP (R1P, R2Q, Fusion)
- CRM Tool (Master Data Management)
- Proficient in MS office tools
- Basic knowledge of MS Visio

Strengths

- Robust Client Relationship
- Excellent command over written and verbal communication
- Analytical and problem solving abilities
- Ability to work under pressure, self-motivated and self-driven

Team Lease Digital, Bengaluru – IT Asset Management Senior Analyst Sep 2021 – Till Date

Project	Tata Consultancy Services – IT Asset Management Senior Analyst
Customer	Legal and General, United Kingdom
Tools Used	Service Now
Nature of Job	- Hardware, Software Procurement and Inventory Management - Managing the Enterprise wide Agreements of Major Publishers like IBM, Microsoft, Oracle, and Adobe etc. - Maintenance Renewals - Request for Quotes - Vendor Selection - Quote Comparisons - Cost Negotiations - Processing Purchase Orders - Invoice receipts and verification - Material acceptance in system - Vendor Management Business Unit wise Purchase and Inventory Reports Purchase and Cost Forecasts

	• Co-Ordinations with Sales/Pre-sales teams for Request for Proposals (RFP's) • Interactions with major Vendors, Publishers and Suppliers • Managing and coordinating the periodic Internal Audits and Compliance checks • Coordinating with the Finance departments for comparing and correcting the finance books based on physical verification carried out • Asset Donation and Scrapping or Disposal management

Sainsbury's, United Kingdom - Retail Associate - Technical Aug 2018 – Feb 2020

Project	Service Management (Service Desk) – Retail Associate - Technical
Customer	Sainsbury's
Tools Used	Service Now
Nature of Job	• Plan and facilitate all the activities involved in the service Management • Coordinate with technical teams and ensure the SLA is met • Ensure the correct process to be followed for all tickets and correct any deviations • Identify and diagnose issues and problems • Monitor issues from start to resolution. • Bridge call to be initiated for major incident if required • Ensure to contact SPOC for major incidents • Preparing Monthly and weekly report • Daily sync up call with customer and Vendor

Infosys BPM, Bengaluru – Process Specialist Jun 2014 – Nov 2016

Project	Ultra logistics
Customer	Unilever India
Tools Used	Oracle11i, SAP, CRM
Nature of Job	• Coordinating with carriers, customers and Unilever control tower team • Pool Orders, Combine Loads, Define route, Sequence and Carrier • Notify warehouse customer hauler • Customer Case Fill On Time (CCFOT) improvements and faster response • Truck order to contracted transporter and Truck placement within planned time • Document collection • Dispatch of the truck through Oracle Transport Management
Project	Ultra lite Australia – Silk road
Customer	Unilever Australia

Nature of Job	• Shipment Creation, Delinking of the deliveries, Indent drop check • Delivery deletion, Creating FTLs after the discussion with the distribution planner • Manual bulk runs, Shipment cancellation, • Equipment change (upsizing and downsizing) • Carrier change, Load ability check and approval • Truck order to contracted transporter and Truck placement within planned time • Quantity addition, Delivery Split • Truck Type Change, Carrier Change

Hewlett Packard, Bengaluru – Production Lead Dec 2009 – Nov 2013

Project	Pricing Configuration and Catalogue Management
Customer	Hewlett Packard – EMEA
Tools Used	SAP, B2B, CRM
Nature of Job	• Accountable for the smooth operation of the department • Provide support, query handling, new process updates from clients to Team • Preparing weekly, monthly score cards and slides • Maintaining and designing catalogues for EMEA region for HP B2B website by constantly taking updates, from clients and sales team • Maintaining huge volumes of accounts for HP B2B Customers • Creating Configurations for various purposes which includes big deals, customer catalogues, and regional SKUs using • Product configuration tool (Easy Config) • Responsible for preparing Root cause analysis (RCA) for high level Escalation

Infosys BPM, Bengaluru – Senior Process Executive - Jun 2007 – Dec 2009

Project	Service Management, Quote to Cash
Customer	Cisco systems
Tools Used	Oracle ERP functional, SAP
Nature of Job	• Creating new Customer ID, Bill to ID for customers and linking the contract for the BID and CID created • Generating quotes for customer, Processing renewal quotes and converting them to Oracle sales order • Entering the order in Oracle 11i ERP tool for generating Sales order number • Emailing the customer with sales order number which is generated against their purchase order sent to us

Employment Summary:

Experience	Organization	Role
Sep 2021 – Till Date	Tata Consultancy Services	IT Asset Management Senior Analyst
Aug 2018 – Feb 2020	Sainsbury's, United Kingdom	Retail Associate - Technical
June 2014 – Nov 2016	Infosys BPM, Bengaluru	Process Specialist
Dec 2009 – Nov 2013	Hewlett Packard, Bengaluru	Production Lead
Jun 2007 – Dec 2009	Infosys BPM, Bengaluru	Senior Process Executive

Qualification:

Degree	Institute	Major and Specialization
Bachelor of Business Management	Sahyadri Arts & Commerce College – Kuvempu University	Finance and Business Management

Rewards and Recognition

- Special Performance Award for the Year 2012
- Extra Miler Award for Q1 Year 2013
- Customer Champion Award for two consecutive Q1 & Q2 Year 2013
- Process Champion Award for Q3 Year 2013