

MADHURI NIBANDHE

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ORDER MANAGEMENT SPECIALIST

Sales operations Analyst/ Revenue Collection Billing / Order Management/
Compliance analyst

EXECUTIVE SUMMARY

- ⇒ A competent professional with around 9 years of experience in Order Management, Compliances Management and Stakeholder Management.
- ⇒ Manage Revenue Accounting team, including overseeing the credit, billing and collection function
- ⇒ Lead and manage revenue accounting execution teams in day-to-day revenue recognition accounting and reporting
- ⇒ Assist sales, legal, and pricing teams in structuring and negotiating deals in order to ensure proper revenue recognition
- ⇒ Manage revenue accounting close-related functions and perform key month-end deferral assessments
- ⇒ Manage and support day-to-day revenue accounting for various non-standard deals
- ⇒ Partner with Sales Operations and Sales Finance for revenue accounting support
- ⇒ Provide data analysis, modeling, and reporting to drive business decisions
- ⇒ Engage in new business models and assess revenue accounting impact
- ⇒ Manage revenue accounting close-related functions and perform key month-end deferral assessments
- ⇒ Create and maintain customer master data files in SAP
- ⇒ Making annual/quarterly reporting on credit monitoring & lending asset assessment to head office and related parties.
- ⇒ Handled a team in employment with BMC Software and Symantec.
- ⇒ Collaborate with other offices in India to improve/review process of credit related operation.
- ⇒ Deft at validating, updating and managing the process and reference documents and customers FAQs along with interacting with clients for various transactions.
- ⇒ Recognized for building relations with clients and service providers; sorting out critical problem areas and delivering on customer commitments.
- ⇒ Proficient in streamlining processes and training systems with in-depth understanding and continuous optimization of individual, KPI's, SLA's, objectives and targets.
- ⇒ Skilled in developing HTML prototype and performing ongoing reconciliation of GPM Request.
- ⇒ Proven capabilities in managing supply, logistics and sourcing of the products.
- ⇒ Communicate with sales teams and internal IT with multi-tasking and quick resolution with SLA.
- ⇒ Evaluating all daily, weekly, monthly, quarterly, ad-hoc reports and analyzing all continuous improvement projects along with preparing reports for all requests reporting.
- ⇒ Presenting the Dashboard reports to regional teams and handling calls.
- ⇒ Knowledge and experience of Quoting Team

CORE COMPETENCIES

Operations Management
Order Management
License/ Compliance
Process Management
Service Level Agreements
Customer Relationship
Management
Stakeholder Management
Team Management

AWARDS WON

- ⇒ Bagged 100% Quality Award and achieved award for the best productivity
- ⇒ Received I Star reward for quality performance
- ⇒ Achieved WOW Award for Agility & Boldness and WOW Award for Extraordinary Customer impact/outcomes.

TECHNICAL SKILLS

- ⇒ MS Excel, macros, MS- Access and power-point, Windows 7/Vista/XP, HTML, Oracle 11i, R12, Ordering Tool, Integrated Configuration Tool, BI Tool, BO Tool
- ⇒ Knowledge of various B2B Tools Status Tool, Inbiz Tools and Pricing Tools
- ⇒ Oracle, Remedy, Business Objects, Micro Strategy, SFDC, License Compliance Tool, CIR

CAREER CONTOUR

Dec 2017 – June 2020 with Symantec Software India Pvt. Ltd., Pune as Customer Service Specialist

Accountabilities

- ⇒ Generation of quotation, Accept the quote from customer, Internal approval, Customer agreement, Convert to Order
- ⇒ Generating new order and Renewal Un-booked order from Disty/End User.
- ⇒ Following validations and working on Oracle R12 for booking the orders.
- ⇒ Resolving and troubleshooting CSV errors inclusive of soft errors and hard errors before submitting the order.
- ⇒ Working on all types of RMA such as hardware RMA, service RMA, bundle SKU RMA and OCR request for End User/ reseller details change.
- ⇒ Following validation of End User along with performing Ship to and Bill to along with validating price.
- ⇒ Creating new SO manually, generating ODD reports and renewing un-booked orders.

- ⇒ Preparing Shift Enterprise Handover Report APAC/ EMEA/ AMS
- ⇒ Assisting new members in processing cases along with sending updates to the teams to improve processes.

Highlights

- ⇒ Proactively completed untouched reports within less than 48 Hours.
- ⇒ Efficiently worked on Automation project for cases which can closed automatically.

Mar 2014 - Dec 2017 with BMC Software India Pvt. Ltd., Pune as Project Analyst (Revenue Collection Accounting)

Accountabilities

- ⇒ Extracted reports of the customer whose payments are due and sent them legal notices.
- ⇒ Making annual/quarterly reporting on credit monitoring & lending asset assessment to head office and related parties.
- ⇒ Collected Master data, generated other reports using help of BO tool along with extracting reports using SAP and crystal reports.
- ⇒ Collaborate with other offices in India to improve/review process of credit related operation.
- ⇒ Coordinated with Sales Team to provide the end results of analysis to customer and in turn generated revenue for the company.
- ⇒ Followed License compliance and performed product usage reconciliation by demanding product usage report for external stakeholders.
- ⇒ Identified key performance metrics and key performance indicators against the company benchmark.
- ⇒ Carried out business process improvement for creating business credentials by coordinating with other functional teams to prepare test plans, scope and other relevant documents.

Highlights

- ⇒ Proactively initiated the process improvement project for Yellow belt.
- ⇒ Successfully gained extensive experience in product analytics including competitor analysis and designing of own process flow to get the maximum outcome.
- ⇒ Rated as the Winner of the several trophies in the competitions held in company.

Aug 2011 - Mar 2014 with Infosys BPO Limited, Pune as Senior Process Executive (Cisco Client)

Accountabilities

- ⇒ Resolved customer complaints, request & queries and coordinated for new updates for errors.
- ⇒ Made presentations regarding process and new updates along with updating process related documents.
- ⇒ Modified the process and handled calls with GPM (Global Process Managers).

TRAININGS UNDERGONE

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| ⇒ BLSS (Basic Level of Six Sigma) | ⇒ C-Life |
| ⇒ Presentation Skills | ⇒ Team Work |
| ⇒ Analytical Skills | ⇒ Communications Skills |
| ⇒ Problem solving skills and Decision making | ⇒ C-Life through Values |
| ⇒ Written Communication | ⇒ Excel at Work |
| ⇒ Building Teams | ⇒ Customer Service |

PROJECTS UNDERTAKEN

- ⇒ CRM (SFDC)
- ⇒ Collective Intelligence Center (Knowledge Management)
- ⇒ Integrated Commerce Workspace (ICW & CCW)
- ⇒ Oracle Teleservices QTC (Order Management)

PERSONAL DOSSIER

Date of Birth: 9th June 1989
Languages Known: English, Hindi, Kannada and Marathi
Education BBA (Finance)