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| **Resume**  ***Chandrasekhar Reddy B*** |

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|  | **Professional Summary**  High energy, result oriented and detailed driven graduate with 5+ years' experience with Quality Check/Auditing Data to meet the standards of an E-Commerce Industry.  **Work Experience**  **SPPIN India Pvt. Ltd. (SHOPEE)** - Senior Analyst (Seller Operation Specialist) (Order Management and fulfilment) From December 2021 to till date.   * Manage a portfolio of sellers with the goal of improving the seller operational experience * Ensure seller operational metrics are consistently met and partner with sellers to address gaps * Serve as an escalation point for all operations-related seller concerns and ensure they are addressed * Identify the drivers of key operational issues across sellers and develop improvement plans * Contact sellers to assess seller’s operations and tailor recommendations * Educate sellers on operations best practices, Shopee policies, guidelines and processes   **Started own business online services from August 2019 to October 2021**.   * Handling all online services like Aadhar Card printing, preparing documents for property. * GST filing, Police verification certificate, all kinds of online services provided by me. * I have initiated an online platform from a third-party software, where we are selling vegetables online.   **RELX India Pvt. Ltd**. - Senior Customer Service Advisor ( Order Management and fulfilment associate) From August 2015 to June 2019   * Handling Indian Retailers & Distributors (Pan INDIA E.g.: Flipkart, Jaypee, UBS, AIBH, CBS etc.) and Global Customers. * Account creation for onboarding customers and follow up with customers for KYC documents to create accounts with our company. * Processing Orders, Returns, Credit Note for customers (Wholesalers/Retailer & Distributors), processing Gratis copies to the authors, Delta, LOC support – Library of Congress, Info-gather, Journal Maestro, Base-camp, Ad-DEPOT (Booking and Invoicing the Advertisements in Journals, Invoicing, Client Relationships, Digi Editions - Advertising). * Creating Proforma invoice for customer for pre orders to understand the value of the order and Invoice for given orders by emails. * Validating claim requests, order requests to provide First Time Resolution. * Following up with the customers regularly for Orders, Credit Notes, Returns, Short supply, Defective & Damage and misplaced goods issues. * Following up with the customers to return goods to close the RMA on a regular basis. * Coordinate with Finance, Inventory, Warehouse, Credit controller, Production Mgmt. and Sales team for any customer query/issues * Understanding client requirements, developing value based solutions & leveraging market & competitive intelligence to help Sales achieve their targets globally. * Maintaining 100% productivity and 100% quality while fixing issues faced by clients and the various teams involved. * Coordinate with the shippers (DHL, FedEx, UPS, USPS transporter) for delivery of copies and any issues raised by the authors. * Responsible for Info-gather (Online Tool which needs to be completed by the Publishers and it has the entire details of a Journal with its production, legal, financial/business, Publisher, Journal Manager, Marketing Manager details) - IGT from End to End by helping the Publishers and Journal Managers in completing the IGT forms and resolving the queries from all the approvers. * Responsible in forwarding the reminders to the approvers on maintaining the TAT in completing the IGTs * Send regular status reports to stakeholders and weekly status reports to my line manager.   **Sulekha.com India Pvt Ltd** - Customer Service Representative  Chennai, TN July,2014 - May,/2015   * Outbound calling to customers for feedback of our service. * Once received back from the customer will have to update the same feedback on behalf of customers. * If any issue is faced by a customer in the service, we have updated the feedback in our system based on the rating of other customers while taking the service from the respective vendor.   Technology Skills   * Windows 2000 – 10. * MS Office 2003 – 2013. * Hands-on experience on the tools related to e-commerce (Amazon cloud tail). * RIGHT-NOW Oracle Service Cloud (Incident Management). * Database – ORACLE. * Delta - Citrix Receiver Application (Elsevier System). * Ad-Depot Web Application. * JM – Journal Maestro (Elsevier web online tool). * IGT – Info-gather Online tool (Journal Online creation tool of Elsevier). * R2W – Report to Web (Elsevier Online tool). * AWS – Amazon Workspace. * Basecamp – Web App for Digi-editions of print advertising. * Ad-portal – Web tool to upload the US ads scheduled for printing.   Declaration  I do hereby declare that the above information is true to the best of my knowledge.  Place: Chennai                                                              Signature: Chandrasekhar Reddy B |  |  | **Email:** chandrasekhar.b4@gmail.com **Mobile No.:** 9361099592 No 19, Sri Vedha Vinayagar Nagar, Ayathur, Veppampattu, Chennai, Tamil Nadu 602024(Stays in Bangalore)  ***Skills***   * Workflow planning * Data management * Troubleshooting * Order processing * Invoicing * Issuance of Credit notes * Process improvements * Order picking and processing * Quickly adapting new techniques. * Account management * Team management * Daily and Monthly Reports generates * Initiating New Ideas to implement existing process * Daily workflow improvement   ***Awards & Achievements***   * Have completed Project on sharing Dispatch details, Sharing Credit Notes to Customers and Returns validation thereby drastically reducing time to process Returns. * Received number of appreciations from Internal & External Customers, Stakeholders for outstanding performance and problem-solving skills. * Have completed a Project on setting up the Volume with 100% TAT during high volume increasing. * Managed a high-volume workload within a deadline-driven environment. Consistently met all benchmarks in all areas (speed, accuracy, volume). * Winner of the Think Technology competition in 2018 for successful completion of the above projects.   ***Awards & Achievements***   * Managed a high-volume workload within a deadline-driven environment. Consistently met all benchmarks in all areas (speed, accuracy, volume). * Received number of appreciations from Customers. * Achieved best employee of the month throughout the year of 2015 and C-SAT Awards. * Handled a team (18 members) for a month.   ***Education***  November 2018  **Madras University**  Chennai, TN  **B.com - General** Commerce  ***External Skill***   * Hands on experience in Excel preparing reports and Data analysing ( Reconciliation of customer’s account ) * Pivot , VLOOKUP, concatenate and Formula using. |  |
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