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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.

DeclarationI 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.:** 9361099592No 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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