**Satwik Siddharth**

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**Mobile: +91-9437617172/8249158506**

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| **Career Objective:** |

A career that is enriching in terms of inputs, which provides ample scope for employing my abilities to achieve constant advancements and to work for the betterment of the organization, it is to achieve goal in field of activities that leads to growth of organization. I work in by applying my creative talent, hard work and effort.

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| **Work Experience:** |

* **Organization – Bureau of Generic Architecture (BOGA) from August 2013 to September 2015.**

 **Sales & Online Marketing**: SEO, SMO, KYC, Emails, Call Handling, Customer Support, CRM (ZOHO), Design (AutoCAD, Tina, Adobe, 3D Max).

* **Organization – Hewlett Packard Enterprise (HPE) from April 2016 to December 2018.**

**Partner Deal Operation, Order Management and Claims**: PDO and OM are the essential processes within the Quote to Cash Value Chain.

Partner Deal Operation consists of deal registration and deal creation processes using pre-defined process protocol involving CDMs, Sales reps, BDMs for approvals if the approval is beyond our empowerment.

OM activities include order acceptance, order entry, order status, backlog management,

Problem resolution change orders and order management reporting. Partner deal Operations includes Deal registrations by Review Deal Registrations submitted by Partners and take necessary action as per defined process.

Claims process plays a vital role in sales operations, once the product is shipped/returned partner submits a rebate request to claim a certain percentage of amount with respect to the order. Company is paying an additional amount to the partners for selling the products to the customers.

 HPE offers deeper discounts to its End User’s by working with the tools **SAP, NGQ, SFDC, Share point, PRS, SPV, Vistex, Mercury, PComm** and **Eclipse** for Efficient Price, Quote, and Deal Registration.

**Job Responsibilities:**

* Deal Registrations / Big deal Extensions for the EU with requested dates by partner as per process protocol.
* Routing the High-Risk Big Deals to dedicated BDMs for pricing approvals.
* Track ageing Deal Registrations and report it.
* Convert Deal Registrations to Opportunity.
* Expedite Sales Reps turnaround time for Deal Registration review and action by adding key notes to Deal Registration.
* Adhere to Service Level Agreements (SLA).
* Identify bugs and areas for improvement in the system/process and work with IT team to bridge those.
* Responsible for communication to Sales Operations and Management regarding issues/challenges related to field operations.
* Providing information and analysis essential for Sales Ops and Management, when requested.
* Communicates key process information, deadlines, task definition to groups within the sales and sales operation groups.
* Deal creation (Channel Factory Deal/ Channel Stock Deal) Using tools like SFDC, Eclipse, GPCOMM, PRS, SPV, NGQ with requested configuration & price by partners (.XML/. XLS files).
* Exception/Escalation Handling for Deal creation, Query handling for Big deal issues.
* End User verification with accurate shipment address, KYC of EU.
* Entering the orders in HPE Partner Portal tool on behalf of End user by working with partners & Distributors.
* Processing orders placed by customer using SAP and route it to the next stage of production.
* Extraction of daily reports to facilitate the team for a regular check and follow up of the backlogs.
* Ensuring that the Turnaround Time (TAT=2 hours for deal creation, 24 hours for financial claims, 48 hours for deal registration) must meet with 100% Accuracy.
* SME responsibilities: providing on the job training to the team and the new hires, Sharing Updates on Process Daily & Weekly basis.
* Creating Big Deals in Eclipse tool and quoting the special pricing (Deeper Discount) as per HPE protocol.
* Complete end to end ownership of the Procure to Pay submitted by partners.
* Validation of in-direct financial Deals of the Partner based on HPE Guidelines.
* Validation of New Business Opportunity & Partner Database for authorization.
* Taking care of EU accounts (Creating new accounts & Making changes to existing account).
* Updating SharePoint & OneNote as per process updates (weekly basis).
* Updating the partner’s medallion level file in SharePoint and distributing to all the distributors (twice a month).
* Updating Model pin in eclipse tool with updated benefit percentage.

**Additional Responsibilities:**

* Displayed strong Team Spirit by taking additional responsibilities and ability to handle team in absence of team lead.
* Organizing team celebrations on weekly basis.
* Helping others to resolve moderate to highly complex customer issues and proactively follows-up with the customer service representatives.
* Prepare Business requirement specification document.
* Report creation and Analysis.
* Publishing ODR report in every 2 hours to improve TAT.
* Connecting with the internal management in standpoint of Process changes and workflow changes.
* Handling and Resolving of Partner Challenges.
* Explore for continuous process improvements and share best practices across teams.
* Coordinating with external clients and internal stakeholders via email and call to resolve the issues.
* **Organization – NetApp, Inc. from December 2018 to Till Date.**

**Deal Desk Operations** consist of two major processes **Deal Registrations** and **PVRs**(Policy Variation Request).

**Deal Registration**: Deal registrations by validating submitted DR requests from Resellers and tier 1 distributors as per defined process.

**PVR**: If partner is not happy with the registered discount in the opportunity, they can come back with a deeper discount request, and we would try to give them additional discounts on top of it as per defined process.

**NETAPP** offers preferential discounts to its partners (Resellers & Distributors) by working with tools **SAP, CMAT, share point, EBI (Oracle Database)** for Efficient Deal registration, opportunities, Pricing and by creating deeper discount Quotes.

 **Job Responsibilities:**

* Working on DR queue to maintain 4 hours of TAT.
* As an auditor I am responsible for doing the quality check by sampling DR’s worked by Deal Desk Team.
* DR sampling from the DR queue which has been routed to Sales Reps (Sales audit).
* Giving training to new joiners in the team.
* Working on escalation emails, prioritize the email box.
* Working on reactive extension requests.
* Report creation and Analysis of pending DRs on daily basis.
* Handling and Resolving of Partner Challenges.
* Ensuring 100% Accuracy with Turnaround Time (TAT= 4 hours for deal registration, 24 hours for missing information in DR’s, 48 hours for waiting for approval DR’s).

**Additional Responsibilities:**

* Working on PVR queue when needed.
* Publishing ODR report in every 2 hours to improve TAT.
* Preparing of process flow documents in SharePoint and OneNote.
* RCA documentation of list of errors of day today operations.
* Draft decline report and sending emails to partners using macro.
* DR conversion report and assigned team to work on it.
* CDM Macro file creation.
* Initiate Draft decline emails to partners.

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| **Achievements:** |

* I received an award for backlog clearance when the team needed the most for claims process 2017.
* I received performance awards back-to-back for 4 months (100% accuracy and Productivity) in HPE for Deal registration/creation process in 2018.

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| **Technical Profile:** |

* Operating System : Windows 7/8/10
* Documents/Spreadsheets : MS office Package
* Programming Languages : Basic, C, C++, HTML
* Databases : RDBMS, Oracle, Eclipse
* Software’s : Oracle Eclipse
* CRM Tools : Zoho, SFDC, SAP

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| **Educational Qualification:** |

* 10th : Judhisthir Bidyapitha, Ganjam (Odisha Board) (2005)
* 12th : Sri Siddhartha Junior College, Visakhapatnam (AP Board)(2005-07)
* I.M.Sc. E.T.C. : B.J.B. autonomous college, Bhubaneswar (2007-12)
* M.B.A. : Karnataka State Open University (2013-15)

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| **Strengths & hobbies:** |

* Strengths: communication skills, Quick learner, Flexibility and Adaptability.
* Hobbies: Reading magazines (DIGIT, CHIP, CPU), Editing Videos, Photography, Troubleshooting, Cooking, Motorcycle touring.

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| **Personal Profile:** |

Name : Satwik Siddharth

Father Name : Mr. Pradipta Kishor Bhuyan

Sex : Male

DOB : 21/02/1990

Marital Status : Married

Nationality : Indian

Language Known : English, Hindi, Odia

**Residential Address:**

Plot no 2, Nagondonahalli Colony Whitefield,

Near Ashraya Enclave,

Bengaluru - 560066,

Karnataka, INDIA

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| **Declaration:**  |

 I hereby declare that the above information is true to the best of my knowledge.

 Place: Bangalore Yours Faithfully:

 Date: Satwik Siddharth