

CHIRANJEEVI S.

"Sanjeevini" 3rd cross Anathakrishna nagara,

Kuthpady Udyavara, Udupi – 574118

(Open for relocation)

Mob: +91 8722174962 | E-Mail: chiruacharya@gmail.com

Linkdin : <https://www.linkedin.com/in/chiranjeevi-acharya-264657159>

Professional Experience Summary

Dynamic and motivated professional with 5 years of experience in catalog management, order management quote to cash, sales support, Also collaborating with vendors and category and closely working with supply chain team for the smooth functioning of end to end process. Skilled on maintaining highest level of customer satisfaction and Skilled in building cross- functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges and ability to work independently.

Key Skills

- Excellent Analytical, Problem Solving and critical thinking
- Good at adapting to changing scenario and meeting expectations
- Conflict management and negotiation skill
- Customer success management
- Project management

TechnoCosmos Global Solutions (January 1st 2021 to till date):***Designation: Lead Operations ***

- Lead, motivate, and support a large team within a time-sensitive and demanding environment, including setup and implementation of career development plans for all direct reports and problem resolution
- Manage and direct operations team to achieve business targets
- Assist in developing or updating standard operating procedures for all business operational activities
- Build strong relationship by addressing customer issues and complaints in a timely manner
- Assist in interviewing, recruiting and training candidates
- Support operational risk and audit process for the purpose of preventive maintenance
- Conduct regular meetings with team to discuss about issues, concerns, updates etc

Oracle India Pvt. Ltd (July 29th 2019 to Sept 2nd 2020):***Designation: Sr. Analyst (License Inventory and Reconciliation)***

- Assemble and draft contract documents, supporting assigned Oracle line of business, country, or sales organization, following Oracle's global contract process and use appropriate tools and systems
- Review transactional approvals/executive summaries to ensure appropriate business approvals are secured for any non-standard contract options per the relevant Oracle Global Approval Matrix
- Review the Partner or Customer Master Agreement to ensure it is valid for the current transaction and meets define Oracle standards
- Engage, per pre-defined guidelines, with Sales and other cross-functional/Internal teams on nonstandard contract terms
- Receive and Review customer-executed documents and perform a thorough validation.
- Manage Sales and Customer expectation on time-to-completion for a given transaction request
- Review the required documents, validate it to perform generating Order Document
- Validate approvals provided to deal and draft the ordering document considering the same.
- Preparing License inventory report for the global customer
- Retrieval of all the Docs, agreement and approvals of particular deal and sharing with sales team

Designation: Sr. Deal Specialist (License Deal Management)

- Build strong working relationships with internal departments and have complete knowledge on upstream and downstream business process impacts.
- Experienced in Oracle License Deal Management team, which is responsible for drafting Ordering documents, Agreements

- Have been part of oracle quote to cash process and coordinated with multiple teams like Sales team, approvals team, booking team, License Subscription Data Management, Account Receivables & Payables, Provisioning team, that contributes in end to end sales process flow.
- Responsible for drafting the ordering documents for License non-standard deals globally by using tools like CPQ (Configure Price Quoting), Deal approval system, SPM (Subscription Plan Management).
- Handling high revenue driven deals and high-profile customer's requests.
- Working closely with the Sales operations to get the relevant nonstandard approvals, Agreements and simultaneously working with the upstream and downstream

Amazon India Pvt. Ltd, Bangalore (July 13th 2015 to July 18th 2019):

Designation: Sr. Catalog Associate

- A motivated Sr.Catalog Associate with 4 years of experience in maintaining the highest level of standard for Amazon Catalog
- Maintaining the supply chain efficiently by supporting, troubleshooting and streamlining flow of products from Vendors to Amazon Warehouse.
- Reviewing the contents of catalog and ensuring that the catalog is in par with amazon standards.
- Worked closely with various project stakeholders, and staff to understand and document business requirements, functional requirements, and design specifications for new applications along with enhancements to the existing applications.
- Handling Stranded Inventory for India market place and ensuring that they are available for customer without any defect
- Stock movement – Working on purchase order and stock return (RTV) to vendors in case of defect found
- Closely working with Category Mangers and Brand to resolve the issues with ASIN which has been standard
- Internal Auditing and verifying quality of each associate on a weekly basis and forwarding reports to leadership level.

Resolving inbound issue for warehouse like Barcode, PO (Purchase Order), Customer return issues, Catalog Related Issue

- Responsible for conducting periodic trainings for team and new hires

Training

- VBA- Visual Basic Application
- RCA- Root Cause Analysis
- Lean Methodology
- Six Sigma – Yellow Belt
- Tableau
- NLP (Neuro-Linguistic Programming) – 1st level

Projects

- Introduced Vendor return(RTV) process in 3rd party warehouse which improved the process and saved cost, reduced inflow of work, better vendor experience and saved time of Amazon
- Creating new SOP and changing the existing process to clean up the stranded inventory in warehouse and standardizing the inbound process. Also stopping items from moving non saleable list and saved huge cost to Amazon India
- Identified manual process involved in Ordering Document preparation and introduced automation which improvised the output quality, increased input quality of the request reduced the TAT and better sales support experience
- Execution of SQL based ticketing system to track the productivity, quality, identify the defect category, and better reporting structure for the team

Qualification

Institution	Specialization	Year of Pass
Manipal University	M.com (Logistics and supply chain)	2013 - 2015
Upendra Pai Memorial College	BBM	2010 - 2013
Poorna Prajna PU college	PUC	2008 - 2010
St. Mary's High School	SSLC	2008