# LALIT PANDA

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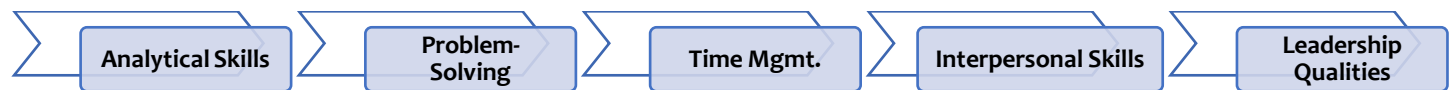## Order Operations Management + Business Growth + Customer Success
*-Creating positive impact to business results, steered growth and strengthened stakeholder relationships-*

## ABRIDGEMENT

- Skilled in collaborating with internal and external stakeholders for a smoother end to end customer success experience and order management process.

- Extensive experience in ensuring compliance to all company and business policies and administer all open sales order and ensure appropriate order flow; managed communication with all the stakeholders and process all customer orders and shipment of products and ensure optimal practices for all process.

- Rendered training to partners and sales team to boost clean order submission as well as order operations team for effective order handling.

## SIGNATURE SKILLS

- Order Management
- Credit Management
- Dispute Management
- Partner Account Management
- Cross Functional Coordination
- Customer Relationship Mgmt
- Stakeholder Management
- Sales Ops Support
- Team Management

| Analytical Skills | Problem-Solving | Time Mgmt. | Interpersonal Skills | Leadership Qualities |
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## CERTIFICATION

**ITIL V3 Foundation**
**PRINCE2® Foundation and Practitioner 2017**

## PROFESSIONAL JOURNEY

### Since Apr'2016: Symantec Software Pvt. Ltd. as Supervisor – Customer Service Specialist

#### Key Deliverables

- Leading a team that manages order operations for enterprise email security and endpoint protection solutions.
- Acting as the primary point of contact and trusted advisor to key partner to build relationship and partner success.
- Acting as point of escalation for operating issues, billing/invoice disputes, taking responsibility for managing incidents for provisioning issues and driving through to resolution.
- Identifying and understanding all facets of significant, complex business issues and the impact of possible solutions
- Collaborating with internal and external stakeholders for a smoother end to end customer success experience and order operations process.
- Planning the FTE requirements leave and shift plans; backup & capacity planning while initiating improvement initiatives
- Driving innovations /Process improvements by collaborating with internal and external stakeholders

- Implemented Zuora as Subscription platform. Performed UAT from the Business point of view.
    - Manual quote flow from SFDC to Zuora.
    - Automated Subscription flow from Marketplace API to Zuora.
    - Manual Account and Subscription creation and amendments in Zuora.
- Manage the Subscription life cycle, order monitoring, provisioning and billing/credits/cancellations for new and renewal orders.

#### Significant Highlights

- Pivotal in completing 2 transitions and stabilized new processes; conducted one to one meeting with the team on monthly basis

- Stabilized the process and team to handle E2E Order Ops; extended assistance to the management for team's better performance
- Steered performance management of the team to ensure that quality and deadlines are achieved and maintained
- Instrumental in offering resolution for quoting, order processing and invoicing/credit-related issues
- Significant role in setting up biweekly calls with the Customer and simultaneously worked with the responsible team to prioritize provisioning and technical issues with the Symantec products for a specific customer. Shared the updated report with the partner of pending and completed orders.
- Performed employee performance reviews and regular career planning sessions with internal and external employees
- Led to reduction in pending orders for the partner from 100+ to 20 orders weekly while sharing the best practices with the team.
- Closely monitored all vendor performance and evaluate all orders and provide all required approvals

## Jan'2015 – Jan'2016: GlobalStep Services Pvt. Ltd. as Service Desk Representative

### Key Deliverables
- Managed and assigned ticket to respective team based on technology
- Coordinated with Management and Business unit if the incident needs to be escalated
- Worked in close coordination with internal teams and external venders for licensing issue
- Involved in raising purchase request for required software licenses and hardware

### Significant Highlights
- Built healthy business relations with clients, ensuring high customer satisfaction by achieving service quality norms
- Created a dynamic environment that motivates high performance amongst team members
- Offered prompt resolution to queries in a methodical manner, with efficiencies & high level of quality
- Streamlined process improvement & process leaks resolution measures, contributed to revenue growth

## Sep'2011 – Jan'2015: Symantec Software Pvt. Ltd. as Sr. Global Customer Hub

### Key Deliverables
- Pivotal in represented Symantec for communication with corporate customers via telephone, written correspondence, chat or electronic service.
- Maintained cordial relationship with Symantec customers, internal departments by documenting their incidents in Salesforce.
- Moved to Order management team for manual order booking process. Manage the order life cycle, order monitoring and billing/credits/cancellations for new and renewal orders.
- Actively involved in leading the transition with order booking of 70million monthly; led the ramp-up & down while rendering training for internal team with order booking process. Created Performance dashboard to maintain 100% error-free booking.

### Significant Highlights
- Reviewed calls and provided detailed feedback for enhancement to match service delivery standards & SLAs
- Conducted briefings with the team to discuss issues and ensured resolution to minimize escalations
- Built client satisfaction through formulation, development, implementation and delivery of technical and business

## IT SKILLS

Knowledge of ERP Platform as Zuora, Oracle 11i and R12| CRM Platform: Salesforce

## EDUCATION

Bachelor of Business Administration from RTM Nagpur University in 2010

## PERSONAL SNIPPETS

**Date of Birth:** 13TH November 1987 | **Languages Known:** English & Hindi
**Present Address:** B12-802, Margosa Heights, Mohammad Wadi Road, Hadapsar, Pune – 411060