Vaibhav B. Saindane

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Sinhagad Road, Pune 411051

**BUSINESS / SALES OPERATION & CUSTOMER RELATIONSHIP PROFESSIONAL**

Confident professional with a background in processing sales contracts, order management and managing departmental workflows. An effective Sales Operations Analyst promoting exceptional insight into customer buying habits and proficiency in Salesforce CRM and Oracle.

**PROFESSIONAL EXPERIENCE**

**Symantec** **Software Pvt. Ltd.**

*Sales Operation Analyst* (Jun 2019- May 2020)

* Specialist in Software Service contracts/consolidation and renewals, (Quoting, pricing, validation, data reconciliation) B2B sales.
* Regions – EMEA, AMS, APJ
* RFQ - new & Re-validation quotations as requested by sales reps, distributors and resellers.
* Utilize Salesforce.com (CRM) to effectively manage and analyze customer interaction.
* Work closely with the Deal desk team and verified pricing for customer is accurate and timely based on products and pricing being offered.
* Prepare Report for internal sales Rep to maintain their information regarding their territories.
* Update required Standard Operating Procedure (SOP) documents within the team.
* Maintain partner and customer opportunity record including licenses, software expiration/dates, shipping address, updating customer/distributor account information, etc.
* Extracted and formatted data to simplify for metrics analysis and use salesforce data loader of to maintain the customer data up to date.
* Effective communication across all levels of organization including Channel Partners, managers, sales rep, account managers etc.
* Co-ordinate with OM and data governance team for quote amendment and to fix the quote errors.

**Tools**:

Oracle CPQ (Big Machine) – Quote configuration and pricing SFDC (Salesforce CRM)

Oracle 11i/R12 - Contract preparation and execution Syminfo - Chat

**Infosys**

*Senior Process Executive* (May 2014-June 2019)

* **Order Management Team:** Project 1
* Monitor and evaluate all order issues and resolve in discrepancies in production metrics and ensure accurate billing of all bookings.
* Reviewed orders for accuracy, errors and omissions to minimize incorrect shipments.
* Forecasted with re-sellers and vendors to allocate inventory ahead of customer order to reduce lead times and maintain the AHT to avoid the delayed in the order booking.
* Created shipping and invoicing documents with accurate customer, destination and materials information to meet shipper standards and identify any hazardous contents.
* Discuss the strategies and planning for sales forecasting the pending inventory issue with client and Warehouse analyst.
* Processed and submitted orders and expedited delivery to maintain customer satisfaction.
* Prepare custom product data in spreadsheet for forecasting the specific product sales reporting.
* **Renewals Team:** Project 2
* Service contract creation and validation. Renewals and New Business.
* Managed the request we receive in Salesforce from Distributor and re-sellers and using CSCC tool we manage resolving errors and validation the quote as per requests.
* We helped to simplify registration through streamlining processes that should increase partner productivity and improve data integrity of service contracts.
* Understand the customer (internal, external) requirements and produce quotes, pricing within agreed turnaround times using all available tools & processes, including building connectivity checks, price lists, discount rules.
* Accurately tracked and recorded all customer interactions in Salesforce CRM.
* Experience of providing online technical support though C2C (Click to Chat) interface.

**Tools**:

KANA – Email Interaction Oracle 11i/CSCC – Quote Execution

EOP/OES – Order Creation and execution SFDC-CRM (Salesforce)

**Swavin Business Consultant**

*EXIM Associate (April 2013 – Nov 2013)*

* Responsible for preparing and managing all the Pre-Shipment documentation for Export.
* Maintain MIS report and prepare Rebate and Drawback claims under EXIM rule 18.
* Involve in claim verification with central Excise and Customs department to realization of payments for client.
* Inventory management for imported items and verification with Excise superintendent and maintain report in Excel.
* Maintained ongoing schedule and documentation for all reporting procedures.
* Contact with CHO and shipping line for shipping documents and monitor document availability.

**PROFESSIONAL** **SKILLS:**

* Strong project management, risk management and self-management skills, ability to manage small team, flexibly manage high quality operations and on time deliverables.
* Strong written and oral communication, hands on experience on Excel, spreadsheet and other MS-office applications.
* Ability to prioritize workload and case/ticket management.

**ACADEMIC & PROFESSIONAL CREDENTIALS**

Post-Graduation Diploma in Foreign Trade (PGDFT)- Year 2013

Bachelor’s in Business Management in International Business (BBMIB)- Year 2012

HSC from Sinhgad Institute, Pune University- Year 2009

SSC from Maharashtra Board- Year 2007

**PROFESSIONAL ACHIEVEMENTS**

* Extra Miler Award for being a consistent player of the team and floor support, query handling.
* Multiple Spot awards for Floor support, productivity and provide trainings for new joiners.
* Excellence Award for outstanding contribution for the Project.
* WOW award for overall performance and manage daily operational task.