

## CURRICULUM VITAE

### **MANISHA YADAV**

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#### **Career Objective**

To grow in a progressive organization as a project management role where the blend of more than 5 years' experience and educational skills can help in achieving the goals of the company. I would like to explore my potential and sense of obligation for the benefit of the organization.

#### **CVENT Experience:**

Started working with CVENT as a Process Associate from 3<sup>rd</sup> September 2018 till date.

<b>Profile:</b>	<b>Project Management Department</b>
<b>Designation:</b>	<b>Process Associate</b>
<b>Process:</b>	<b>Sales Quotes</b>
<b>Location:</b>	<b>Gurugram</b>

#### **Job Description:**

Working as an integral part of the Sales quotes team of the Project Management Department (PMO) to create opportunities & quotes in CRM (SALES FORCE), Responsible for handling/ Leading the projects (Mainly pricing), Testing.

- **Responsible to create Opportunities & Quotes in SALES FORCE platform.**
- **Taking 100% ownership of cases/ projects assigned and ensure completion as per the agreed SLAs & time frames.**
- **Active with regular meeting/ conference calls with finance & sales related to quotes queries or project status.**
- **Support Finance/Sales Department during month/ quarter/ Year end.**
- **Ensures that all the activities and work functions comply with compliance requirement.**
- **Maintained & expand process documentation.**

- Supporting operation leadership on special projects and analysis with multiple clients & leading team members with the projects.
- Improvement on present deliverables and providing time to time business insight on regular deliverables.
- Consistent follow ups for all the identified queries with the sales in order to assure the maximum compliance to “RIGHT FIRST TIME”
- Identifies the emerging risk involved in a process and escalate it to the concerned department and get the resolutions.
- Process/ Platform transition initiated for the new acquired companies “Quick mobile & Social Table” SOP was created and shared with the team for the process knowledge enhancement.
- Allocation of the cases within the team and ensure the FTR & TAT are adhered.
- Build the opportunities to improves the quality of process in terms of efficiency and effectiveness through program IDEA ( All idea matters).
- Use DATA UPLOADER as the main tool for projects/ MSA and testing.
- Handling multiple cross departmental projects.
- Performing data analysis and reporting.
- Performing UAT Testing on Salesforce CPQ.
- Understanding the complex requirements of clients as per the sales proposals and building it on CPQ.
- Creating Reports on Salesforce for analysis and reporting purpose.
- Creating Dashboard on Salesforce representing different stats of the teammates.
- Responsible for End to End UAT testing on Salesforce CPQ for new functionality, enhancements or change in products pricing model and new releases.
- Creating Standard Operating Procedure documents on different processes for teammates.
- Primary functions include evaluating, researching, taking key decisions, fulfilling requirements and communicating with different stake holders across the globe.

### **Additional Responsibility:**

- Maintaining and sharing the process update tracker within the team.
- RCA SPOC for the team in case of any Escalations/ Negative feedback received.
- Maintaining and creating the teams Expense sheet/ Budget & sharing the same with the finance to get the approvals.

### **SPOC Role- Mentor**

- Coach and mentor new joiners (Interns) to get the better understanding of the process
- Creating the training plans.
- Training the new joiners on the process knowledge.
- Conduct PKT to check the knowledge of individuals.
- Prepared and maintained training trackers that contains training status, PKT results, Flaws & Improvement plan for individuals.
- Regular feedback session with mentees.
- Evaluating cases/ Projects done by Mentees before delivering to clients/ Sales.
- Handling interns from open to end process.

## **Achievements**

- **Maintained the position of top 2 performers in the team passing the maximum criteria.**
- **Recently awarded with the HUSTLE & GRIND award in the company wide by the respected CEO.**
- **Recognized for INQUISITIVE MIND in the PROJECT MANAGEMENT DEPARTMENT'S yearly R&R**
- **Recognized for OVER AND ABOVE PERFORMER quarterly.**

### **PLATFORM/SOFTWARE/Language used:**

- **SALESFORCE,**
- **CPQ,**
- **Data Loader,**
- **WORKDAY,**
- **SAP,**
- **ORACLE.**
- **WORKDAY,**
- **JAVA,**
- **C++ etc**

**GENPACT Experience:**

Started working with GENPACT as Process Developer from August 2017 to February 2018

<b>Profile:</b>	Accounts receivable department
<b>Designation:</b>	Process Developer
<b>Process:</b>	Enterprise
<b>Location:</b>	Noida

- B2B collections
- Constant follow up on the past due invoices and getting them paid.
- Manage client reports and templates for the station calls and maintaining the disputes within the process.
- Working with the business SME'S over the call and emails for requirements gathering, Producing Business Requirements, Functional specification and other appropriate documentation.
- Track and determine financial status by analyzing actual results in comparison with forecasts.
- Dispute Resolution.
- Following up with the billing.
- Ensuring the cash application on time and reconciliation.
- Ensuring customer statement and conference calls are done timely and on the regular basis.

**Zero Surprises:**

- Analysis of AR Report to forecast the roll overs and collectables.
- Increase cash flow.
- Reduce bucket rollovers.

**Achievements**

- SLA'S has been met and has received recognition every month for managing the past due of the major accounts.

**BRITISH TELECOM Experience:**

<b>Profile:</b>	Order Processing Consultant
<b>Designation:</b>	Business Associate
<b>Process:</b>	BT Business
<b>Location:</b>	Gurgaon

## **Worked with British Telecom as Business Associate from JULY 2015 – JULY 2017**

- **Joined BT as a Product Associate for one of the most challenging processes i.e. Indirect Partner Sales.**
- **Job responsibilities involve liaising between the Account/Partner manager (BT), corporate clients and various other departments of BT from Sales to credit check for the provision of orders of PSTN, ISDN, Feature lines, Broadband connections, Mobiles, Sim orders.**
- **Currently involved in an end to end process of order issuing that is requested by the partners and sales.**
- **Invoicing and billing of disputed orders.**
- **Interaction with the partners regarding the assigned trails.**
- **Maintaining and sharing the process update tracker with the team.**
- **Chasing the orders with the Credit Vet team in order to avoid service delay.**
- **Working on Daily Tails, bulk requests received from the tools (Agent Desktop).**
- **Maintained the end to end to completion of the assigned project as per the set TAT.**
- **Managing the daily productivity and ensuring the SLA's are met.**
- **Dealing with Live orders as per the request received from the sales.**
- **Allocation of the daily download within the team.**

### **Achievements**

- **I have been rated as the best performer in the team in monthly R&R ceremony.**
- **Managed the escalations and tasks assigned adhering the timeline and with quality was achieved as 100%**

### **Academic qualification**

<b>COURSE</b>	<b>INSTITUTE</b>	<b>ACADEMIC</b>
<b>Master's in Commerce</b>	<b>IGNOU</b>	<b>2015-2018</b>
<b>Bachelor's in Commerce</b>	<b>Delhi University</b>	<b>2012-2015</b>
<b>12th C.B.S.E Board</b>	<b>D.A.V School</b>	<b>2010-2012</b>
<b>10th ICSE Board</b>	<b>Carmel Convent School</b>	<b>2010</b>

### **Competency Matrix**

- **Basic knowledge of computer (MS-word, Excel & PowerPoint).**
- **Thorough knowledge of accounting.**
- **Strong analytical problem solving, organization ability**
- **Written and communication skills,**
- **Willingness to learn.**

**Extra-Curricular Activities:**

- **Participated in school level Sports, Dance, and Scout & Guide.**
- **Managed the Fun Activities for the process**
- **Participated in the Annual Meet for BT representing the process.**

**Interests & Hobbies:**

- **Playing Badminton**
- **Reading novels & News papers**
- **Listening to music.**

**Personal Details:**

- **Name** : Manisha Yadav
- **Father's name** : Mr. Sudarshan Singh Yadav
- **Date of Birth** : 17<sup>th</sup> September 1995
- **Marital Status** : Unmarried.
- **Nationality** : Indian
- **Languages known** : Hindi & English

**Declaration:**

I hereby declare that above information is correct to best of my knowledge, belief and I agree to abide by all the norms and conditions mutually agreed in tandem with the policy of your esteemed organization.

Place: DELHI  
(MANISHA YADAV)