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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sridhar Reddy Punreddy  Associate Manager     |  | | --- | | **Contact** |     Address  Bengaluru, KA, 560100  Phone  9538493473  E-mail  sridhar.punreddy@gmail.com  LinkedIn  https://www.linkedin.com/in/sridhar-reddy-punreddy  WWW  https://zety.com/profile/sridharreddy-punreddy/680     |  | | --- | | **Skills** |     PeopleSoft    Excellent  Sales Force    Very Good  Microsoft Dynamics (Great Plains)    Excellent  SAP SD (Sales & Distribution)    Very Good  MS Office tools    Excellent  Robotic Process Automation (Functional Experience)    Good | **Career Objective:** Obtain a challenging leadership position applying creative problem solving and fine management skills with a growing company to achieve optimum utilization of its resources and maximum profits.  Overall ,12 plus years of strong Industry experience in various roles as Executive, Specialist, Team Lead & Associate Manager in different processes like Order Fulfillment and Management, Billing, Credit/Rebills & AR Reconciliation environments. 6 plus years of experience into management role as Team Lead & Associate Manager Strong domain experience in the area of sales and distribution with working knowledge on the areas of Order management, processing and fulfillment and Billing etc. Specialized in the areas of understanding client requirements and fulfilling the same with in the stipulated time lines Very good in setting up the meetings with clients about the ongoing issues and sorting them out with in the given time lines. Balancing the process and people effectively Good problem-solving skills and analytical skills in understanding the issues and finding the resolutions for the same Excellent communication skills and ability to interact with clients efficiently Good knowledge on MS Excel and Reporting     |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2013-09 - 2020-12 |  | **Associate Manager**  *Continuserve Softech India Pvt Ltd, Bangalore, Karnataka*  Client Names: Recall (Iron Mountain) & Insight Global  Tools used: PeopleSoft, Sales Force, Microsoft Dynamics, DigitalOne etc.   * Handling the day to day business activities by interacting with the clients. * Effectively handling the team members with their concerns. * Conducting 1\*1's on monthly basis to review the individual team members performance and providing the proper feedback to them. * Interacting with the clients during the weekly calls and providing them the process statuses and updates. * Preparing and sending the Daily Status Reports to client's higher management. * Auditing the team members work and providing the feedback. * Leading the weekly team meetings to address the process issues and discussing the recent updates to adhere the same. * Handling the people issues successfully and addressing them. * If in case required, reporting those to management to take a call on them. * Motivated the team members to improvise the process mechanism by bringing the process improvement ideas. * Inculcating the best practices to the team members which will help them in their respective careers. * Completing the Annual appraisals for the resources on quarterly basis. * Creating the elevation templates and recommending the correct resources for their next levels. * Sending the daily, weekly & monthly reports to internal management to highlight the team and individual performances. * Verifying and approving the timesheets. * Preparing the resources utilization reports to find out the each and every individual contribution and actual utilization towards the process. * Approving the leaves and work from homes in the application. * Preparing the Monthly Dashboard for the process. * Reviewing the SOP's at regular intervals. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2011-06 - 2012-05 |  | **Order Fulfillment Specialist**  *Thomson Reuters, Bangalore, Karnataka*   * Client Name Thomson Reuters * Tools used Siebel CRM 7.0, Athena, Team Track, eServer, Guardian, Street events and etc. * Roles & Responsibilities. * Order Fulfillment team is responsible for creating and maintaining external & internal Client profiles. * OFS performs daily activities like creation, deletion and modification of users as per the client's requirement so that end users will be able to access Thomson products. * Worked on applications as Siebel CRM 7.0 Version, Athena database, Team Track, eServer, Guardian, Street events and etc. * OMS create the order in Siebel and then assigns the activity to OFS for Manual permission. * OFS completes the Manual permission as per standard pre-described process and then closes activity. * Thomson Reuters has around 24 FGA (Focus Group Accounts) Clients and the SLA for those will be 4 hours as they are majority revenue contributors. * OFS team is the first point of contact for all clients if they face any issues related to Thomson workstation access. * We interact with the others teams OMS, SOS and Technical teams on daily basis. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2007-06 - 2011-06 |  | **Order Management Specialist**  *Infosys Bpo Ltd, Bangalore, Karnataka*  Client Names: Cisco & British Petroleum  Tools used: Emptoris (Click CSM), Ketera & WFT   * Worked as Order Management Specialist for British Petroleum * Order Management Team was responsible for Processing Orders for UK and US requests * Supervising the end to end Order Management Process * Involved in internal quality audits * Worked on Pending order reports on daily basis * Co-ordinate with Clients, Suppliers and the other teams in order to load the order successfully onto the application * Creating blanket and contingent staffing orders and Responsible to monitor the unfulfilled orders and Coordinating with vendors in getting quotes, delivery dates and tracking numbers * Following up with Supplier and Client for getting orders approval in the system * Understanding of ordering constraints and commercial terms highlights in the Initial view of order structure * Interacting with the Account Managers for the establishment and renewal of Order terms and conditions * To ensure the workload for the team is evenly distributed and all open action items are tracked to completion on daily basis * Responsible to set up vendors and train them to use the application to raise invoices and Responsible to co-ordinate with vendor maintenance team |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2004-06 - 2007-05 |  | **Bachelor of Science: Computer Science**  *Osmania University -* Hyderabad  GPA: 75 |      |  | | --- | | **Personal Details** |      |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Dare of Birth: 05/10/1986 |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Languages Known: English, Hindi, Telugu, Tamil and Kannada |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Contact Address: Flat No# E-204, Emmanuel Meadows, Kammasandra Road |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Huskur Gate, Electronic City Post, Bangalore – 560100 |      |  | | --- | | **Accomplishments** |      * Used Microsoft Excel to develop macros for tracking spreadsheets. * Supervised a large team which includes direct & indirect repartee. * Transitioned the offshore teams from business * Able to gain additional businesses from client by exceeding client expectations with utmost client satisfaction. * Implemented the process improvement ideas & best practices for the team members which saved their time & efforts |

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