

## CAREER OBJECTIVE

---

To obtain a challenging position where I will utilize exceptional organizational, project management and customer service skills to contribute to organizational goals and to be presented with career development opportunities.

## SKILLS

---

### Customer Service Skills:

Award-winning customer service skills. Process Improvement, Project Management.

### Communication Skills:

Excellent Communication & Presentation Skills.

Deal with internal and external customers at all levels via telephone and email giving detailed, personalized, and polite service to ensure customer retention.

### Software Skills

Salesforce, Windows 10, MS Office (Word, Excel, Outlook, PowerPoint).

## WORK EXPERIENCE

---

### SENIOR PROCESS ASSOCIATE - Sequential Technologies International / Bengaluru - Dec 2016 – present

- Obtained information required to process the order (user data, product reference details, installation details, exchange requests, billing dates, sales codes, billing account contacts).
- Submitted quote requests for management approvals, and consult with product teams, trainers, and systems support to identify service-impacting issues.
- Managed and resolved external & internal queries relating to quote/order status, client account information.
- Ensured that all orders have a positive lead-time and appropriate order processing procedures are followed for rush orders.
- Efficiently processed orders received via telephone, EDI, Fax, and email in order to ensure on-time delivery to customer location.
- Effectively process customer orders, returns, and expedited order fulfillment to improve the level of customer service.
- Continually met and exceeded expectations in both quality & cycle time metrics when delivering orders.
- Maintained an order accuracy of 96.05% compared to a team average of 90.26% and a team goal of 90%.
- Ensure compliance with all company and business policies and administer all open sales orders and ensure appropriate order flow.
- Received multiple awards for going above & beyond to meet customer's needs, and the ability to provide creative solutions to complex problems.
- Manage post receipt order activity, (i.e., delivery date or delivery terms changes, quantity, item deletions, and additions).
- Managed the order entry process by taking responsibility for the order upon receipt of order and keeping the responsibility of the order, even after in the customer's hands.
- Received positive feedback regularly from coworkers and customers.
- Diagnosed technical issues within the ordering platform and partnered with IT to resolve.
- Trained all new hires and create process and procedure documentation.

## **OPERATIONS ANALYST** - Synchronoss Technologies Inc. / Bengaluru - **Aug 2014 – Dec 2016**

- Creates and submits purchase orders for the coffee selling group.
- Contacted and follow up with customers to resolve billing issues.
- Validated and processed routine product and service purchase orders submitted by regional customers.
- Expedited, order tracked and Ad-hoc reported.
- Coordinated special requests and gain approvals.
- Complied with customer contract requirements in the order management process.
- Interact with manufacturing, various service groups, marketing, and finance, engineering, sales, and shipping to resolve all issues.
- Interacted daily with international customers, vendors, all freight forwarders daily to answer all inquiries, issues, and complaints regarding their orders.
- Directly contributes to a 40% increase in overall company growth.
- Adapted easily and learned processes quickly, always keeping abreast of changes in processes.

## **MEMBER PROVISIONER** - Synchronoss Technologies Inc. / Bengaluru - **Aug 2012 – Aug 2014**

- Manage the entire order and delivery cycle process.
- Investigate and resolve all order related discrepancies.
- Responsible for accurately processing all US direct/channel orders within SLA.
- Engage with sales, channel partners and internal departments as required to support the Order to Cash process.
- Complied with customer contract requirements in the order management process.
- Coordinates and enhances the production tracking processes; build strong relationships with foreign vendors.
- Received multiple awards for going above & beyond to meet customer's needs, and the ability to provide creative solutions to complex problems.

## **EDUCATION**

---

### **JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY** - Anantapuramu, AP - **May 2011**

- Bachelor of Technology in Information Technology

## **REFERENCES**

---

Available on Request.