

Sukanya Shyam

Order Management Specialist-3

-  Bengaluru, KA, 560037
-  918-861-590862
-  warriersukanya@mail.com

Enthusiastic and ambitious order management specialist with 36 months experience in management, sales and operations. Exceptional ability to understand financial markets and company structures, distribution and sales processes, ability to solve business problems with analytical and detail-oriented approach. Advanced technical skills including proficient use of Excel, Salesforce, SAP and CRM software. Currently doing PGDM from NMIMS in Banking & Financial Management.



Skills

- Billing & Contract Management
- Database Management
- Analytical Thinking & Problem Solving
- SAP ERP
- Microsoft Office
- Oracle CRM (Siebel)
- Email Management



Work History

● Order Management Specialist-3

Refinitiv, Bengaluru, Karnataka

- Managing the order process and working with internal customers to ensure the order is fulfilled according to agreed turnaround times and with accuracy
- Escalating all delays to internal groups including to the senior members of the team as appropriate
- Accountable for meeting and maintaining defined standards for quality and productivity
- Managing internal customer queries and communication in a professional and service-minded manner ensuring
- Being a team player and ensure that internal and external customer's requirements are met - attend team meetings
- Responsible for online maintenance, lapsing of subscriptions and access

2019-12 - Current

related issues

- Support billing team in validating online invoices and portals
- Monitor the group email account to ensure that requests are actioned and completed according to agreed turnaround times
- Creating and modification of customer master data
- Meet agreed volume, service and quality targets
- Driving several other reports within the team to ensure that the team performance is met
- Auditing & reporting of the orders placed by OMS's on a weekly basis in order to avoid issuing incorrect invoices
- Managing specific accounts - Key Strategic Accounts. Previously handled Bank of America, Morgan Stanley, ING Bank, Goldman Sachs & JP Morgan. Currently handling BNP Paribas as Global Centre OMS EMEA.

2019-10 - 2019-11

Order Management Specialist-2

Refinitiv, Bangalore, Karnataka

2017-06 - 2019-09

Order Management Associate

Refinitiv (Ex-Thomson Reuters), Bengaluru, Karnataka



Education

2014-06 - 2017-05

BBA: Finance

New Horizon College Of Engineering - Bengaluru, KA

- Graduated with 64.71%

2012-04 - 2014-03

Secondary High School: PCM+CS

DAV ACC Public School - Kymore, MP

- Passed with 66.2%

2010-04 - 2012-03

High School: CBSE

DAV - Kymore, MP

Passed with 77.9% or 8.2 CGPA



Achievements and Extra-Curricular Activities

- Awarded with IGNITE for Excellence and Performance for Q1 2019
- Completed learning of Advanced Excel in November 2019 – Refinitiv
- District-Level Swimming Champion – Kymore, Distt – Katni (M.P)
- Awarded with Momentum Award -ORM Bangalore Monthly Contributor for March 2020