

Saher Ahammed

☎ +91 - 9059999600

✉ - saher.mahi619@gmail.com

Experience Summary

- Overall 5 years of experience in Operations, this involves data management, Purchase Order, Order management, order booking, transition, Dashboard Generating, Reporting, Work Allocation, Team handling etc.
- Strong exposure in Order Booking, Order Management, Invoicing, Credits, Booking Contracts and Quotation, Sales Operations, Reporting generation.
- Ability to adapt to work environment, able to work & prove the efficiency in new areas.

Production

- Handling the Data Management Purchase Order, Order management, Order Booking, Transition, Renewal Quotation and Contracts and providing the Quotation to the customer on time.
- Booking Orders of Contracts and Quotations. Sending Approval for Order Acceptance Checklist (OAC), Detailed Order Report (DOR), and Processing Purchase Order (PO), Signature Authorization Method (SAM) and Credit Card Booking.
- Creating dashboard & defined template for several reports i.e. Accuracy Report, Production Reports etc.
- Communicating with Sales and customers for the changes regarding in the Contracts, Quotation, Purchase Order and Order Acceptance Checklist and Detailed Order Report.

Professional Experience

(October '15 to July '17)

The Accenture logo, featuring the word "accenture" in a bold, lowercase sans-serif font. Above the letter 't' is a stylized greater-than sign (>).

High performance. Delivered.

Designation - Process Associate (SOP)

Roles & Responsibilities

- Worked as process Associate in a group of 16 processors.
- Possess working knowledge ERP applications such as POPL, DFM, Business intelligence, tools for generating reports.
- Process all invoices assigned with in the required turn-around time and maintaining trackers.
- Proficient at managing deliverables to the customer contributed to development of procedures and business excellence.
- Reversals and corrections of incorreccted posted invoices.
- Conducting team huddle everyday and sending MOM to sharing updates to team
- Transaction processing - Handling financial transactions and end to end Operations for the customers from AMS & CANADA regions.

Professional Experience

(August '17 to November '19)



Hewlett Packard Enterprise

Designation – Senior Sales Operations Process (SOP)

Roles & Responsibilities

- Worked as an acting AOL or Team Lead for a group of 15 Processors.
- Managed the Team without a Manager for 3 Months.
- Resolving Queries of the Team members and Helping them improve their Production and Accuracy.
- Providing training to the New Batches for our Team regarding Automation, New and Difficult Scenario.
- Extensive experience in Team handling, mentoring and training (Process).
- Analyzing the queries and handling escalations for the team.
- Transaction processing - Handling financial transactions and end to end Operations for the customers from AMS & CANADA regions.
- Analyzing the transactions of the end customer using various financial metrics and creating the report accordingly, the appropriate documents such as Zero delivery contracts, Documents with cost association etc., within TAT according to the Customer SLA.
- Creation and verification of customer related information and verification of product specification to ensure the same is updated in the application from SAP SD.
- Working/Amending on Invoices such as giving credits to customers, cancelling the whole invoice (Full Credit) and cancelling the requested line items in the invoices (Partial Credit)

SFDC Responsibilities

- Responsible to maintain the smooth flow of the process.
- Creating SFDC cases for each Order Booking, Renewal Quotation, Contract Amendment and New Business Quotation and route it to the Production Team.
- Linking the Expired Contract details in SFDC on time to maintain the QOT (Quoted On Time) metrics
- Achieving Quoted on time target on every month for Order Booking and Renewal quoting.
- Usage of Macros to creation of SFDC cases, linking documents and assigning cases to BGL Team.
- Strong exposure in SAP SD, Sales Force Dot Com (SFDC) and Advanced Excel.

Key Accomplishments:

- Successfully Won "Passion for Customers" Award for the month of April'15
- Received Appreciation from Ops Manager for Good Leadership Quality, Work Allocation, OAC, DOR and Team Handling.

Rated Accelerating in FPR for outstanding Team Handling Performance

Professional Experience

(November '19 to Present)



India Pvt Ltd

Designation – Senior Revenue Analyst

Roles & Responsibilities

- Involved in managing the revenue for SAAS booming Cloud Business for Oracle.
- As a member of renewal contract management team assist customers both internal and external with Micros, Hardware and Cloud contract interpretation, and administration of agreements.
- Responsible for processing high value orders and quotes.
- Responsible for overall renewal process, planning and measurement - owner and responsible for the renewal opportunity. Flexible towards extension of work timings due to Project requirements, especially at month-end stretch times.
- Responsible for sending out reports like open order reports, productivity, Quality reports and TAT.
- Ensure contracted deliverables are tracked and escalated as needed
- Creating and maintaining of Service requests, Purchase Orders, provides information on parts pricing and availability, Order status and Contract information to resolve Contract Managers complaints and issues.
- Act as a liaison between consultants, Credit, License, Tax, Business Practices, Revenue accounting, and customers to resolve contractual and consulting business issues.
- Providing Pricing and Consultancy services to Global Sales.
- Responsible to highlight process/performance to team and Management and deliver assigned tasks delegated by Line and Reviewing managers.
- Reviewing existing process and proposing changes to increase the booking velocity.
- Anticipate problems and initiate actions to ensure customer orders are processed efficiently.
- Update and create standardized excel files associated with operational metrics used by the team on a weekly basis.

- Support the team in their monthly and quarterly close activities for select accounts by importing and exporting data from Oracle and transforming that data via Excel into pre-defined schedules and charts that support further review and analysis.
- Additional responsibilities include Audits, Quality control, mentoring.
- Enhancement and requirement updates on various applications used.
- Active participation and sharing project updates in knowledge sharing sessions/team meetings.

Key Accomplishments:

- Been recognized as an “Outstanding Performer” for excellent deliverables in a given stipulated timeframe.
- Been included in a project called “Implementation of Step-Up Application” for reducing manual deliverables.

Technical Skills

- **MS EXCEL - MACROS and Advanced Excel**
- **SAP/R3 (SD) Functional Module on Customer Support.**
- **Sandy, QWM (Query Work Flow), CSN (Customer Service Network), Sales Force Dot Com.**
- **CPQ, CPQ Jet (Cloud), Step-up Application, Oracle ERP and Apps.**
- Dashboard Generating, Reporting.
- Work Allocation, Team handling.
- Maintaining Accuracy and Production Report.

EDUCATIONAL QUALIFICATION

Name of the Course	Institute/Board/University	Year of Passed Out	Percentage
M.B.A(Finance & Marketing)	Balaji institute of it & Management	2015	76%
B. Com (C.A)	Sri Hari Degree College	2013	74%
10+2	Crescent junior college	2010	64%
S.S.C	Swami Vivekananda E.M High School	2008	64%

PERSONAL PROFILE

Name	: P. Saher Ahammed
Father's Name	: P. Intiaz Ahammed
DOB	: 24-06-1993
Email	: saher.mahi619@gmail.com
Contact No	: (+91) 9059999600
Sex	: Male
Nationality	: Indian
Marital Status	: Single
Languages Known	: English, Hindi, Telugu, Tamil, Kannada and Urdu.

DECLARATION

I hereby declare that all the above information is true to my knowledge and belief.

Signature

Saher Ahammed

Date