

# VINAYAK BHIMASHANKAR MUKKANE

## ANALYST PROCUREMENT OPERATIONS

PHONE | (+91) 7030912955  
EMAIL | mukkane.vinayak@gmail.com  
LOCATION | Pune, INDIA  
EXPERIENCE | 10 Years 0 Month

### Key Skills

- Application Support
- CRM Testing
- CRM Support
- Siebel CRM
- Oracle SQL
- Siebel
- Siebel Analytics
- Operations
- Technical Support
- Product Support
- Support
- Procurement Operations
- Supply Chain Management

### Certification

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Azure Administrator Associate  
Valid upto March 2024
- Microsoft Azure Administrator Associate

### Profile Summary

3 Years Experience in Technical Support for Siebel CRM, 6 Years Experience In L1 & L2 Product and Operation Support. Now I am working as Procurement Analyst for Supply Chain Management.

### Work Experience

#### Analyst Procurement Operations

Tetra Pak

02/2024 - Present

SCM Procurement Operations

#### Senior Software Engineer

Tech Mahindra Ltd

09/2017 - 07/2023

L1/L2 Productions & Operations Support, Siebel CRM Support, Testing and development

#### Siebel CRM Developer

Eteam Tech Mahindra Ltd

01/2017 - 09/2017

Siebel Product Configuration, Siebel L1 & L2 Support. Created Unit Test cases and involved in fixing defects, System Testing, Integration Testing. Performing activities in Productions/UAT Readiness product sync/load/config as per business release roll out plan. LOV, EAI values Eligibility and Compatibility rule configuration under the Product configuration in Siebel. Provided production level support to Siebel Call Center environment.

## Languages

- Marathi
- English
- Hindi
- Kannada

## Social links

- <https://www.linkedin.com/in/vinayak-bhimashankar-mukkane-553521172>

## Siebel CRM DMS Application Technical Support

Tata Business Support Services Ltd

01/2014 - 01/2017

Support frontend all services which are part of the Siebel Service Line, Error handling Siebel Email Integration. Ability to quickly analyse the incidents and route/escalate it to the appropriate assignee groups for resolution. Resolving the Channel Partners and Tata Motors Users issues via mail and SR Supporter (Modes) through Remedy Application and CRM (SIEBEL). Mapping Business process (Pre-Sales, Sales, Service, Spares, Inventory management, Campaign Management, Loyalty management, Learning Management System, Used car Business (TMA), used vehicle Business (TATA OK), Analytics) and ensuring smooth and effective Business Process.

## Associate Customer Service Representative SCM

Eaton Corporation Kelly Service

12/2012 - 05/2013

Performed Data Extraction, Preparation, Validation, cleansing and Analysis related tasks. Working in supply chain management. Prepared Daily, Weekly, Monthly, Quarterly Reports for Purchase. Provide Mail support to all customers (Business and Private Customer?s) of UK & US Site. Invoices posting in Oracle Application ( Invoice Payment Process ). PO Amendment, Action Message Report Updating. Preparation monthly report

## Education

### MBA/PGDM - Operations

2024

Pune Vidyarthi Grihas Institute of management

Grade - Pass

### B.Tech/B.E. - Computers

2015

siddhant college of engineering

Grade - 51%

### 12th

2007

Maharashtra , English

Grade - 55-59.9%

**10th**  
2005

Maharashtra , English  
Grade - 55-59.9%

## **Projects**

**BT Project**  
335 Days

Siebel CRM Developer

**Digi Malaysia**  
638 Days

Working on NGBSS CRM Application

**Vodafone Sumeru**  
1247 Days

Vodafone Project Go Live for 23 circle