

## BALAJI M K

#105, Mythri Prestige Apartments, DLF Main Road, Hulimavu, B'lore-76

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### Professional Profile

Dedicated and dynamic professional combining business acumen with extensive experience in managing internal and external process of Report writing and analyzing. Experience with logical and analytical approach with respect to problem solving and decision-making. Excellent interpersonal communication and negotiation skills, the ability to influence business critical decisions. Foster positive internal and external relationships. Worked with Oracle, SFDC & SAP tools for pulling out raw data reports, Dashboards.

### WORK EXPERIENCE

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#### Cisco Service Logistics & Operations (Adecco)

*Business Analyst*

*Duration: Nov 2018 till date*

*Job Segment: RMA Service Delivery Performance (SDP), SDP Reporting for TMs, SAM Toll Management*

#### **Roles & Responsibilities:**

- Maintain the integrity of customer account and contact data through documented data maintenance processes
- Review the Data Standardization rules, to see if any modifications are required, and review the same with the business owners and project stakeholders
- Providing Insight on Failed Orders and Analyzing the same with proper root cause (RCA) thus, ensuring proper segregation of the failed orders vs. success & exclusions which in turn helps in arriving at accurate SDP scores at Country, Region & Theater levels.
- Regular communication & collaboration with various stakeholders like SLO functional teams, Compliance, Vendors, Channel Partners, Customers, CPS, Sales, IT support & Development teams
- Built Automation file with TM's support in MS Access using logic to map few Failure codes
- Analyzing and mining business data to identify patterns and correlations among the various data points
- Mapping and tracing data from system to system in order to solve a given business or system problem
- To support the data migration from one system source to another
- To review the data discrepancies between two source systems, and fix the delta after reviewing with the business owners, BAC (Business Analytics Center) and so on
- Review data quality reports to determine if matched records should be merged, linked, or left separate
- Collate SDP scores every month for GSLO & ASLO reviews, consistently crossed the monthly/quarterly global targets across APJC theater from last 3 fiscals.
- Design and create data reports and reporting tools to help business executives in their decision making, skills in using Tableau application for management reporting
- Perform statistical analysis of business data

- Cases via ESP platform is being handled on the issues of SLAs (Service Level Availability) for the locations and the Products ordered by the customer
- Working on Product Compliance analysis and sharing the latest country wise product compliance updates with TMs & SLO cross functional teams and Customers. Conducting training sessions with Customers on related CISCO tools like SAM and SORT to create awareness on Product compliance & its impact on Ordering/RMA/LSC/OM process.
- Providing different set of reports using Tableau Dashboards, Oracle tools and Business Objects followed by deep dive analysis of the data
- Approximately 15 different kinds of reporting are done in regular intervals (Weekly, Monthly & Quarterly) along with Ad-Hoc requests (both Internal and External) and shared with respective Audience i.e., Internal Stakeholders, SLO Executive Leadership/Management, Sales, Accounts teams & CPS based on their requirement

### **VMware India Private Limited**

*Business Operations Analyst ||*

*SPOC for SLED Segment*

*Duration: 10 January 2011 ~ 2nd Nov 2018*

*Job Segment: License validation, SFDC account and territory management, Reconciliation and Reporting.*

### **Roles & Responsibilities:**

- Forecasting Core and Renewal orders into SFDC and reassigning the orders in reassignment portal
- Managing SFDC - Forecast, Pipeline, Territory and Account Data
- Working on territory account disputes and approving the TAD's
- Preparing Renewal Gap Report and working with SFDC team in creating cases for fallout contracts
- Tracking case and TAD's to ensure completion of cases within SLA's and sending status reports to management
- Managing data in Sales and Partner systems
- Performing Segment level Weekly, Monthly and Quarterly Revenue Reports
- Generating and Summarizing the Forecast and Pipeline numbers to the sales directors
- Working with Deal Desk and IB services team to resolve issues related ELA upgrade validations to ensure correct products
- Working on Install Base reports
- Working with cross functional teams like IIC support and IT to automate Dashboards and complex reports
- Publishing sales metrics reports to the senior management
- SPOC for Core and Renewal opportunity forecasting and Bookings Reassignment queries
- Member of COE team which works on process standardization and optimization
- Performing daily audit and publishing the team errors to the management
- Have experience in creating and driving different process for the team
- Contribute to Ad hoc requests, priority projects and reporting requests

### **Achievements and Value adds:**

- ☑ Created a self-audit macro file for the team which audits the work in less than 2 minutes
- ☑ SPOC for Gap report which is critical in highlighting overall bookings and fallout cases
- ☑ Helped team in reducing manual work for more than 10,000 opportunities while working on Historical attributes cleanup
- ☑ Created Reconciliation Process for Renewal Operations
- ☑ Created process documents and templates which helped in standardization of process.
- ☑ Involved in various projects on Implementation and Testing.
- ☑ Received appreciations from Sales Ops managers and Sales reps for assisting with their reports and requests.
- ☑ Received top performer and 2 times spot awards for outstanding work

### **Hewlett Packard (Global e-Business Operations). Bangalore. INDIA**

*Supply Chain Department, MEMA Region*

*Africa Region Specialist. Customer oriented Service.*

*Duration: 08 October 2008 to 10 July 2010*

*Job Segment: Order Booking, Accounting, Reporting and compliance.*

*Role: Senior Process Associate (Sales Order Administrator)*

- Processing Purchase orders in SAP.
- Prepared the Regional Revenue reports for Printers, Laptops, Servers and Desktops.
- Presented all the Dashboards and scorecards of Focused group dealers.
- Liaison with mid-level management for process gaps on weekly basis.
- Uploading the Purchase orders in to SAP with the help of Order entry tool.
- Coordinated with Suppliers, Supports and Sales Functions and other Managements.
- Prepared Charts, metrics, and Sox Reports.
- Created the Performa invoices on daily basis manually on excel.
- Arranged the calls on net meeting for process improvements and process developments.
- Facilitated the Adhoc reports, Timely reports as per the requisition.
- Created the Credit and Debit Memos if any
- Booked the orders of IPG (Image printer), Desktops, Servers etc.,

### **Achievements:**

- ☑ Given process improvement ideas which helped in process simplification and helps in improving clean order rate for the team.
- ☑ Created the ready excel email templates which resulted in enhancing the speed of work in the system down times and acted as Back up for all the time.
- ☑ Awarded best employee for Oct 09 and best PA for the month of Nov 09 and Feb 10

### **Technical Skills**

- **Programming:** VBA,SQL Basics
- **Tools:** SFDC, Siebel, Sap, Oracle E-Business Suite , Tableau, SAP BO, Power BI

**EDUCATION**

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Course	Institution	Year of Passing
Master of Business Administration (Correspondence)	IIBMS	2012
Bachelor of Business Management	Vasavi Vidyanikethan College	2008
Pre University Course	Govt PU College, Srinivaspur	2005
S S L C	Maddemma High School,Chakavelu	2003

**PERSONAL DETAILS:**

**FATHER'S NAME** : Kodanda Ramaiah. M R  
**DATE OF BIRTH** : 31<sup>st</sup> May 1986  
**MARITAL STATUS** : Married  
**NATIONALITY** : Indian

Date: 08/02/2018  
Place: BANGALORE

**(BALAJI.M.K)**