

# Ravali Nagavarapu

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## CAREER SUMMARY

Marketing Operations professional with considerable experience in driving cross-functional projects across Marketing, Sales & Operations and providing Customer Support for a Fortune 500 company; Experienced in maintaining MIS, sales reporting & business analysis. Recognized as a go-getter and a problem solver. Able to clarify issues, mobilize support and facilitate decision making in complex situations.

**SKILLS:** MS Office (Excel, PowerPoint, Word), Oracle ERP, Minitab,

## WORK EXPERIENCE

**Altem Technologies Pvt Ltd**  
*Asst Manager –OMCS & Renewals*

**Bangalore, India**  
**Sept'19 - Present**

### **Job Summary:**

- Manage calls with customers/partners regarding renewal quotes, products, pricing, programs, up/cross selling etc
- Prepare and submit the quotes to clients and close the orders , monitor the order until it reaches the end customer
- Maintain relationships with clients by providing support, information, and guidance
- Strong determination in planning ,order Management, portfolio maintenance
- Maintain accurate customer master record including 3D Printers, Consumables , licenses, software expiration dates, shipping address, updating customer contacts
- Supplier price discrepancy management and issues handling, coordination on the agreements approval flow
- Analyze the various factors that may key in delay of the delivery of the material and provide the solution
- Produce regular and accurate forecasts as requested by Superiors
- Adhere to the corporate Renewals policy and practices, and meet defined performance metrics

**Exalto Communications Pvt Ltd**  
*Dy.Manager –OMCS & Procurement Analyst*

**Bangalore, India**  
**May'18 – Aug'19**

### **Job Summary:**

- Maintain relationships with clients by providing support, information, and guidance
- Strong determination in planning ,order Management, portfolio maintenance
- RFQ Launching, tracking and Reporting Supplier Quotes
- Creating POs, supplier follows up for Quotes, Answering supplier queries in collaboration with buyer, PD and other cross functional team members
- Prepare and publish various reports like OTD, FIF, OTR by collecting, analyzing, and summarizing information
- Supplier price discrepancy management and issues handling, coordination on the agreements approval flow
- Analyze the various factors that may key in delay of the delivery of the material and provide the solution
- Follow up with vendors for documentation and setup onetime vendors in the system with required related payment terms
- Resolve open orders (backlogs) report issues and reach out to SCM team to determine source of delay, communicate status and escalates issues to higher levels

**Cummins Technologies Pvt. India Limited**  
*Jr. Manager -OMCS &Sales Support Specialist*

**Pune, India**  
**Feb'15 - April'18**

### **Job Summary:**

- Prepare and publish various MIS reports on weekly basis
- Conduct weekly meetings with cross-functional teams to ensure material availability and on time dispatches, prioritization of urgent orders
- Maintain order board details of various customers and publish weekly order board status to stakeholders
- Help resolve order management issues such as SR's within the agreed SLA's for all product lines using general subject matter knowledge
- Submit monthly forecast and ensure to maintain the safety stock target levels
- Assist other departments and support teams (e.g. internal sales, Operational support, Materials, Logistics) by reporting the issues to the appropriate roles
- Resolve open orders (backlogs) report issues and reach out to SCM team to determine source of delay, communicate status and escalates issues to higher levels.
- Provide Marcom support and ensure availability of brochures at dealership ends

**Key Achievements:**

- Increase in sales by 40%, improvising the setup of min-max at dealership ends in benefit of immediate stock availability for secondary customers
- Reduce customer back orders from INR 3.2 Cr to INR 0.50 Cr ,developing planning system strategies
- EDO (Engine down order) Order lines reduction from 37% to 13% , analyzing and proposing the correct safety stock
- Received 'Pat on the back' for Customer support excellence and delivering superior results
- Earned Excellence Award for Improved delivery performance(gas engine parts) to achieve higher level of customer satisfaction

**Tata Motors Limited***Administrative Coordinator***Pune, India  
Oct'14 – Feb'15****Job Summary:**

- Suggested and implemented few setups in the office campus, by identifying, rate negotiation and managing with different vendors
- Schedule and coordinate client meeting, conference and travel arrangements for leadership team
- Manage travel and expense reports for different department , maintained office supply inventories and being careful to adhere to budgeting practices

**Kankatala Textiles***Order Management & Customer Support -OMCS***Vizag, India  
Apr'13 – Sep'14****Job Summary:**

- Prepare MIS for Purchase Orders Vs Dispatch, handled order processing with suppliers, coordinating with the sales & dispatch team for consignment & orders
- Ensure the prioritized consignments ship out in time
- Publish daily/weekly reports on all the KPI's

**Key Achievements:**

- Identified excess inventory 50L and developed a sales plan jointly with sales team to liquidate the inventory and thus reducing the total inventory by 25%
- Managed all aspects of demand analysis and forecasting contributing to increased profit of 11% to 18%

**EDUCATION****Bachelors of Computer Applications**  
Aditya Degree College**Vizag, Andhra Pradesh, India  
2010 – 2013****ADDITIONAL DETAILS**

- Volunteered actively in various **Corporate Social Responsibility** activities
- **Languages Known:** English (Fluent), Telugu (Fluent), Hindi (Basic), Tamil (Basic)