**CURRICULUM VITAE**

**RISHAB ARORA**

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Relocate- Open for Bangalore, Pune, Hyderabad location as well

Notice Period- Can join immediately in 20 days

**CAREER OBJECTIVE**

To be a part of Reputed Organization which provide a steady career growth along with job satisfaction.As a professional, add value at every stage of life for the organization and personally to strive for excellence.I would like to be a subject matter expert.

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- | --- | --- | --- |
| **Degree/Program** | **Specialization** | **Institute/College** | **University** | **Year of Passing** | **Marks** |
| MBA(Distance) | Finance | Aims Institute | Sikkim Manipal University | 2014 | 66% |
| BBA(Regular) | Business Administration | Hindu College | Guru Nanak Dev University | 2011 | 60% |

**WORK EXPERIENCE:-** **(Total Exp- 7.6 yrs in Order Management/OTC & Fulfillment/Scheduling (Supply Chain) & Accounts Payable operations/P2P)**

1. Working with **Ciena, Gurugram** as an **Senior Associate – Order Management/OTC & Fulfillment/Scheduling (Supply chain operations)**(Feb 2016- present)

**Responsibilities:** Worked on Multiple Regions in OTC role

* Quality review Purchase orders and enter accurate orders into the system with specific focus on Month-end, Quarter-end, and Year-end order entry in **Oracle/SAP.**
* Manage Order to Cash related to collections and dispute management
* Ensuring all the Purchase orders gets booked & shipped on time & make sure to improve the order cycle time
* Coordinate activities related to order changes (changes to address, product, price, quantity by using **CPODS, Sales force & Oracle**
* Ensure resolution to customer requests for any queries on Contracts/order status and billing/invoicing corrections.
* Create daily report of unallocated cash for review and input by regional team, clearing payment as soon as detail is received
* Act as a key interface for all customers’ orders and logistics enquiries.
* Updating ERP regarding customer details, order details, supplies, pricing etc.
* To schedule/align the orders with weekly output commitment received from Planning Team or based on Lead time for all new orders within 48 hours of

booking in **Oracle** by using various reports **(Supply & Demand reports, Shortages reports, Product Lead time reports & many more)**

* Performing Root Cause analysis & taking necessary actions to bring the supply when parts/products are not available to fulfill the demand raised by customers
* Work any supply gaps with Global Fulfillment Leaders & Planners to fulfill shortages of Products required by Customer for project deployment
* Update orders in Oracle based on revised supply commits or allocation decisions, Pro-actively communicate any changes to Order Delivery Teams
* Perform metrics reporting and data analysis tasks to identify issues and opportunities for process improvements
* Provide resolution for shipment issues/failures. Manage de-commits & recovery plan by working with Planning Team.
* Drive customer satisfaction by achieving weekly service targets **(KPIs)** and drive Root Cause Analysis for failures Original Promise Date (OPD) Performance.
* Resolve any order Holds preventing shipment - Example credit holds.
* Complete tactical order changes on Oracle under the guidance of Order Delivery (Address , partial shipment approval & Ship Set changes etc)
* Prepare various analysis and report requests for Senior Management.
* Work cooperatively with others at all levels of the organization.
1. Worked with **British Telecom (BT-UK based MNC), Gurugram** as **Team Member– Accounts Payable/P2P**(April 2014- Feb 2016)

**Responsibilities:**

* Handled invoice processing of PO invoices, Non PO invoices in **Oracle (ERP)**, Multi-currency invoice processing, Debit Memos, Credit Memos.
* Performing 2-way match of invoice to purchase order.
* Create & maintain file of invoices in Excel to upload in **Oracle(ERP)**
* Handling CRM queries regarding Payment of Invoices.
* Perform verification of supporting documentation to ensure invoices are authorized and approved within company policies.
* Research, analyze & resolving invoices which are on Holds.
* Demonstrated ability to prioritize workload and sense of urgency.
* Follow up and clear on a monthly basis outstanding open supplier invoices awaiting authorization, missing invoices, credit notes and adjust where necessary.
1. Worked with **Ibm India Pvt ltd, Gurugram** as a **Practitioner –Accounts Payable/P2P (US process)**(April 2013-March 2014)

**Responsibilities:**

* Invoice Processing, PO & Non PO invoices, Duplicate Audit Checks, Indexing, Parked Invoice Reports, Pre-approved Invoices in **Sage (ERP).**
* Process all the Purchase Order invoices, Expense Reports & credit notes in a timely manner and accurately.
* Performing 3-way match of invoice to purchase orderto Goods received.
* If PO receipt is not done in system, prepare a report & send it to respective requestors for receiving.
* Obtaining Approvals for vendor invoices and Resolve any exceptions by routing the queries to the respective stakeholders.
* Interacting internally with the departments for resolving vendor query & escalations.
* Goods Receipt/Invoice Receipt Reconciliation & Statements processing.

**KEY SKILLS**

* Ability to maintain effective working relationships, good communication and situation management skills.
* Order to cash cycle, Supply Chain process, Scheduling, Fulfillment, Order Management, Demand & Planning, Strong accounting skills, knowledge of Accounts Payable, P2P cycle,
* Accounts Receivable, Reconciliations. Procurement, Payments, Strong computer skills for data entry and knowledge of MS office Tools (MS word, MS advanced excel etc).

**STRENGTHS**

* Quick Learner, taking initiative and do the best .
* Positive attitude, Result Oriented.
* Enjoy the work and have zeal to work 24/7.

**HOBBIES**

* Interaction with People.
* Surfing on Net
* Listening to Music

**LANGUAGES KNOWN**

* English
* Hindi
* Punjabi

**PERSONAL DETAILS**

**Father’s Name:** Sh.Vinod Arora

**Date of Birth:** 24th April 1987

**Gender:** Male

**Marital Status:** Married

**Nationality:** Indian

**Hometown:** Amritsar (Punjab)

**Date……….**

**Place……… Rishab Arora**