**CAREER OBJECTIVE:**

To establish myself as a highly competent professional and goal-driven team player in today’s highly competitive business environment. I relish playing a pivotal role in the organization’s growth. My career objective is to work with an organization that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

**RESUME SNAP SHOT:**

* **Travelled to Glasgow (Scotland) to transition Order Management process to Chennai operation.**
* Reduced ageing in Factory order Management in a short period – created a Phenomenal changes in Factory orders Backlogs and sustained the progress.
* **SPOT award** received for high productivity and maintaining six sigma.
* Received many customer appreciations for maintaining Turnaround Time (**TAT**) and accomplishing highly critical task within short time frame and with utmost quality and maintained **KPI’s**.
* Contributed and supported business driven project to improve E2E resolution TAT of customer grievance process.
* **Saved 1 head count saving**, and error reduced to 0% from SAP script & query / Excel automation to avoid repetitive steps
* **Kaizen certificate** for Developed multiple Excel and MS access based Macro / Tool to improve the Process and reduce the manual intervention and eradicate errors.

**EDUCATIONAL QUALIFICATION:**

* **Bsc – Bachelor of Psychology** from Presidency College– Completed in April 2006.
* **Msc – Master of Psychology** from University of Madras – Completed in May 2010
* **Kaizen Certificate** from Hewlett Packard**.**
* **SAP - SAP** **Certificate** from Hewlett Packard.
* **Computer-Cum-Internet-**Literacy Programme certificate in First class.
* **Junior Grade Typewriting Certificate** from Technical Education
* **Certified in Supply chain Order Management (Basics)** conducted by direct **IIMM**

**WORK EXPERIENCE:**

**Jan-2010 to Jun-2017: Hewlett Packard Enterprises India Pvt Ltd, Chennai, India**

***Designation: Senior business operation analyst– Supply chain management:*** *Supports SCM SCOM team to improve the business process efficiency and Effectiveness.*

**Tools Used:** SAP ERP Module, BOM bill of material web link, Web query, Tech direct Web link, Microsoft Outlook, and MS office packages.

* Works on daily Backlog orders which are clean yet stuck from production and take appropriate action.
* Ensure the client SLAs are met through rigorous monitoring mechanism.
* Analysis of Bill of material (BOM) for the Technical support goods TSG products of Hewlett Packard.
* Improve the efficiency of existing process through Value Stream Mapping.
* Worked with Logistics coordinator regarding the customer shipment Via Express shipment mode and Sea Shipment mode. Obtain daily shipment status report from vendors for the backlog orders.
* Worked as a SME and SMO (Separation Management Operation) SPOC during HP Separation.
* Worked with Engineering Team for NPI (New product Introduction). Also solved Technical problems within the configurations.
* Perform Audits of all processes and initiate CAPA (Corrective & preventive action) for Non-compliances.
* Worked for customer enquiries and satisfaction. Handling mail queries such as shipment status, Obsolescence, configuration issues, material constraints etc.
* Involved in documentation, which includes preparing requirement document, Problem Report.
* Publish root cause analysis report to factory quality for further investigation and corrective action.
* Facilitate and drive Kaizen/process improvement ideas from the Process team members.
* Publish Weekly/monthly Report to Clients and Management for root cause analysis report and Turnaround time (TAT) to factory quality for further investigation and corrective action.

**Feb-2008 to Jan-2010: Hewlett Packard Global Soft Solution, Chennai, India**

***Designation: Sales Support Management Analyst– Sales Operation***

**Tools Used:** SAP (FSAP, RSAP & D7C) MM Module, Electronic Order Processing (Web Tool), Eclipse, Generic Workflow tools like MYPRS, Web query, Outlook, and MS office package.

**Sales Order Management**

* Involved in processing various activities like Order processing / Delivery / Shipments / Post Shipments.
* Ensuring the goods gets delivered to the customer on their requested date by Coordinating with Sales / Factory / Logistics and other Stake Holders.
* Preparing reports on the inflow of volume on day to day basis and monthly basis for All Regions.
* Ensures delivery of process as per SLA, implementing process controls within the team & ensures that they are met.
* Worked with Front End and Partner support managers effectively to get the queries resolved within TAT, Also with accuracy.
* Handled customer inquiries from different countries like Australia, New Zealand, Singapore, Thailand, Indonesia, India, etc.,
* Handle tools and reports for orders to ensure that HP standards and Audit requirements are met. And to have the proper follow-up on the status of the orders.

**REWARDS AND RECOGNITION:**

* Best Kaizen Award in SCM Vertical
* Awarded as a Best performer in Supply chain management vertical (thrice).
* Awarded as Star of the Month in SCM vertical
* Awarded as Best Team member in PMS (Performance management system)
* Awarded as a Subject Matter Expertise (SME) in SCM vertical
* SPOT award received for high productivity and maintaining six sigma.
* Best Kaizen Award in SCM Vertical Received many customer appreciations for maintaining Turnaround Time (TAT) and accomplishing highly critical task within short time frame and with utmost quality

**KEY DOMAIN SKILLS:**

* Proficient written and spoken English communication skills
* Excellent in Presentation Skills and Speaking Skills.

**KEY TECHNICAL SKILLS:**

* Good knowledge of MS Office with proficiency in Word, Excel & PowerPoint
* Good Knowledge of SAP ERP and MM module

**KEY SOFT/ BUSINESS SKILLS:**

* Good multi-tasking ability – Handling Projects.
* Good Question Skills exhibited through Management meet.

**LANGUAGE COMPETENCY:**

Can Read, Speak and Write the below languages with fluency

* English
* Tamil

**OTHER INTERESTS:**

Learning Quality Concepts, Music & Games.

**PERSONAL DETAILS:**

**Marital status:** Married

**Date of Birth:** 09-May-1986

 **Place of Residence:** NO: 8/15, South Kasar Garden St,Aminjikarai, Chennai - 600029