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| **E-mail:** pradhanamrita777@gmail.com **~ Phone:** +91 9008047797, +91 9739221702 **Senior Support Specialist/Business Analyst****AMRITA MANJARI PRADHAN****Targeting assignments in Business Analysis / Pricing Analysis**Versatile individual **10 years** of experience in **System Admin and Strategy Operations under** **Supply Chain Management** |
|  **Profile Summary** * **Strong experience** in managing functions related to Project and Product Management, Pricing Analysis, Sales Operation and Financial Planning functions; skilled in Supply Chain Management, Customer Service, and Business Development
* **Yellow Belt Certified;** recognized for initiating process improvement activities and cross-training on different process
* Familiar with various large-scale organizations support and direct systems in Sales Force, sales quoting tools, processes and practices to continually provide exemplary sales support, pricing, related guidance and analysis to govern and improve established revenue and market targets
* Acted as SME for Pricing and NPI’s for all Regions (APJ, EMEA, AMS/LAR)
* **Extensive experience in Customer Support, Analysis** and approval of special pricing deals
* Capabilities in **acting as senior contact point for all customers** to build solid relations and developed rapport to achieve customer satisfaction through excellent practice and service
* **Talented Pricing Analyst with exceptional background** in utilizing data from diverse information systems to build tools and models that remarkably improve organizational decision-making capabilities
* Possess team management skills; trained new employees to provide excellent customer service and how-to response the query and phone calls in a professional manner
* **Deal-oriented with** capability to multi-task effectively; confident and poised in interactions with the individuals at all levels

 **Work Experience** **From Dec’ 11 to Oct’20 Hewlett Packard (HP) Inc****Key Assignments Managed:****Global User** **Support Specialist Nov’ 17 - Present****Role:*** Supporting internal end-users with the applications for day-to-day work. (Access, Process Logic understanding, Order management, Pricing, E-Claim)
* Delivering quality service and proactively working on RCA of the issue permanently fix the same
* Liaising with:
	+ APJ and EMEA based users
	+ DEV team & Business Leads for creating trouble-ticket with regards to any bug in application or any code fix required
* Managing real-time issue, monitoring application as well as web-based performance
* Coordinating with Business Leads to improve the applications and work efficiency

**Sales Operation Pricing Analyst Aug’ 14 – Nov’ 17****Role:*** Administered pricing operations including creating deals in Eclipse Tool for HPI Clients
* Analyzed and authorized prices and printing products
* Identified customer details in MSD-Microsoft Dynamics if duplicate account is created to avoid potential risk
* Established strong client relation through E-Mails and calls when required
* Validated deals, assigned the Sales Account manager from Microsoft Dynamics to the category management
* Reviewed & negotiated proposed pricing contracts with sales force based on competitive platform
* Worked on end-to-end matrix
* Assessed reports on daily, weekly and monthly volumes.
* Generated Productivity Report, Key Performance Indicator (KPI) and Slides for monthly review call with higher management
 | **Core Competencies** * **Support Operations**
* **Sales Operation**
* **Incident & QA management**
* **System Administration**
* **Pricing Analysis**
* **Process Management**
* **Customer Service / Support**
* **SLA Management**
* **Team Management**

**Academic Details** * **MBA from ICBM – School of Business Excellence, Hyderabad in 2010**
* **Graduated from Fakir Mohan (Autonomous) College, Balasore, Odisha in 2007**

**IT Skills*** **Service Now Ticket Handling**
* **Operating Systems and various Applications**
* **Application Software – MS Office (Excel, Power Point, Word, Outlook)**
* **Yellow Belt Certified**

**Personal Details****Date of Birth:** 15th February 1987**Languages Known:** Odiya, English, Hindi and Bengali**Address:** 391/2555, behind Royal Heritage apartmentAIIMS academy road,post-patrapada,dist-Khurda.Bhubaneswar, ODISHA 751019**Location Preference:** Bhubaneswar |
|  **WW Standard Pricing Process Associate Dec’ 11 – Aug’ 14****Role:*** Used pricing tools to ensure that products are correctly set-up and are available for customers using Supply Chain Management
* Worked as Trainer and mentored new joiners in the team
* Acted as Subject Matter Expert for Pricing, NPI’s for all Regions (APJ, EMEA, AMS/LAR)
* Executed analytic methods and tools to understand, predict, and control processes as requested by business owners on an ad-hoc basis

**Highlights:*** Acquired end-to-end knowledge on:
	+ Pricing at WW level
	+ New Product Introduction for all regions
* Proactively resolved partner queries through E-Mail and Chant within defined TAT

**Aug’ 10 – Sep’ 11: Aditya Birla as Sales Coordinator*** Managing real-time issue, monitoring application as well as web-based performance
* Established strong client relation through E-Mails and calls when required
* Assessed reports on daily, weekly and monthly volumes.
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