

NIVETHA CK

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PROFESSIONAL SUMMARY

Dedicated and skilled MSc Biochemistry graduate with four years of experience as a Product Compliance Associate at VWR, part of Avantor. Proficient in Excel, SAP, and Microsoft Access, with expertise in SDS, REACH, DOT, and IATA regulations. Known for delivering excellent customer service and possessing strong document verification skills. Currently on a career break, eager to leverage expertise upon re-entering the workforce.

SKILLS

MS Excel
Excellent Communication
MS Word
Customer service
Time management
Strong Attention to detail
Problem solving
SAP

EXPERIENCE

Vwr, Coimbatore.

Product Compliance Associate

July 2018 - May 2022

As a seasoned Product Compliance Associate with 4 years of experience, I have honed my skills in effectively addressing customer needs and resolving inquiries in a timely manner. My expertise includes :

Technical Proficiency: Proficient in using Excel for generating reports and managing data, as well as navigating SAP Material Management for assigning codes and tracking product information. Familiarity with various t-codes within SAP for efficient data management.

Regulatory Compliance: Extensive experience in regulatory compliance, including assigning transportation codes for products, handling medical devices, electrical devices, and chemicals. Thorough understanding of regulations such as DOT, IATA, and IMDG for safe transportation.

Customer Communication: Demonstrated ability to effectively communicate with colleagues and customers from diverse backgrounds and countries through chat platforms. Fluent in English, with strong interpersonal skills and a customer-centric approach.

Problem-solving: Skilled in identifying and troubleshooting technical issues, providing accurate solutions, and ensuring customer satisfaction. Proficient in managing complaints operations and resolving customer inquiries promptly and efficiently.

Documentation Management: Experience in verifying the validity of licenses and documents for procuring products from the platform, as well as coding explosive precursors and ensuring compliance with regulatory requirements.

EDUCATION

Avinashilingam Institute for Home Science and Higher Education for Women

2018

Msc Biochemistry

7.7 Cgpa

Avinashilingam Institute for Home Science and Higher Education for Women

2016

Bsc. Biochemistry/Biotechnology

7.5 Cgpa

ACHIEVEMENTS & AWARDS

Received Customer Centric award for the on-time deliverables in US product onboarding.

Received Monetary Award for being Customer Centric and for the timely response an urgent situation.

Received Excellence Award for team Coordination and maintaining the TAT consistently.

Received Award for Accountability for completing regulatory settings for 1000 products in the given short time.

CAREER BREAK

Took a dedicated career break to provide passionate care giving for a family member.