ADITHYA YV

CAREER OBJECTIVE
Result oriented professional with 4+ years of experience, intend to build a career around committed & people with Integrity, which will help me explore, introspect, rebuild my potential fully and better myself each day. Looking for challenging & creative work environment where I as an individual can leverage on the core competencies of self, team, and organization and to bring about healthier bottom lines and growth.

CONTACT
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ACCOMPLISHMENTS
•Multiple Best Performer award (weekly, quarterly) •Star of Month Awards •Multiple C-sat from end-users.

EDUCATION
M Sc, Jan 2017

Manasa Gangotri (Mysore University) – Mysore Aggregate: 73%

B.Sc., Jan 2014

Government Science college (Bangalore University) - Bengaluru Aggregate: 72%

PRIOR EXPERIENCE
QUALITY ANALYST, DRDODFRL, 11/2017, 02/2019
PROJECT ASSISTANT LEVEL – II, CFTRI, 03/2019, 03/2020

EXPERIENCE (CURRENT)

APPLICATION SUPPORT ENGINEER, 12/2021 - CURRENT
WIPRO LTD (SUBCONTRACT: IDC TECHNOLOGIES)

ROLES AND RESPONSIBILITIES
•Currently associated with Wipro Technologies as Application Engineer with 2.5 years of experience.
•Keen customer centric approach with skills in addressing client priorities and resolving business escalations, thereby attaining client delight.
•Responsible and supporting for 3 in-house applications.
•Supplier Client Relationship: Responsible for 360- degree supplier & client relationships through both informal and formal modes of communications.
•Process Improvement: Identify gap in process and contribute to continual process improvement to improve the operational excellence, which translates into reduction in per unit SCM cost for business.
•Trainer: Training new recruits on SOP & SLA, fellow team members from time to time on process improvements and leading automation drive from management to ground level

AREA OF EXPERTISE
•ITIL- V4 Processes and Life Cycles| Incident Management| Problem Management |Change management.
•SAP Ariba Technical support – Ariba Downstream Process, Ariba Procure to Pay (P2P) by Guiding end-users including PR Creation (catalogue, non-catalogue, Pass-through, Guided buying)
•Handling Ariba other technical issues and working with various support teams for identification and resolution of issues.
•Coordinating with CPO Admins for maintaining approval flows.
•Master data set-up in general namely (Cost Center, WBS, Users, Plant, Material, Commodity and Supplier)
•Supporting users for various issues with Invoicing, Budget issue (Finance Team), GRIN issues (Ariba backend team)
•Creating Ariba analytics reports and sharing the dump in SharePoint to SAP-HANA team for higher business analysis.
•Supporting users for getting assets/accessories by working with third party venders, collaborative working with asset management teams using third party Application
•Support In house Attendance using DBMS-SQL -Supporting by fetching employee details based on their Billability, WFH/WFO requested by Managers (PM/DM) to update in Planner.
•Prepare and Mange reports weekly and Monthly basis.

KEY SKILLS
Monitoring first line escalation and avoid breaching of incidents.
Preparation of KPI metrics, Preparation of Roasters Team hurdle calls with team, Reviewing with clients, SIPs implementation and incident reduction.
Ariba Upstream process - Ariba Modules, Ariba CIG integration.
Designs workflows and Templets as per user/business requirement.
DBMS: Microsoft SQL Server Management – Fetch Data with scripted commands, write basic commands.
Office 365: Outlook, Excel, MSWord, Power Point.
Familiar with SAP MM (SAP S4 HANA), SRM Process.

Your Sincerely,
Adithya Y V