***Virat Kohli***

***PMP Certified***

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***Location: Liberty hill, TX***

***Professional summary:***

***Overall 7 years of Experience, worked as Spanish language professional for almost 7+ years in to multiple domains which are under ‘Supply Chain Management’ , ‘Product/Project Management’ and currently as ‘Service Delivery Manager / Account Manager / Project Manager in Oracle ..***

***Certifications:***

* ***Spanish Language ( Basic & Intermediate) – from ( FIDESCO, university of Spain)***
* ***Prince2 Foundation & Practitioner Certified from APMG , - in to Project Management.***
* ***PMP – PMI Trained and Trainer in to Project Management.***
* ***ITIL Foundation V3 Certified.***
* ***Certified as Certified Scrum Master (Agile)***
* ***Hands on Exp on MS Project 2013 tool***

***Areas of Expertise:***

* ***Good amount of experience gained as a Spanish Linguistic professional. While working with ‘Latin American and Spain’ clients.***
* ***Well Experienced into ‘Customer Support’, ‘Supply Chain Management’, ‘Product/Project Management’ and currently as ‘Service Delivery Manager / Account Manager’ in Oracle.***
* ***Well knowledged into ‘Project Management’ Practices and Methodologies.***

***Current Professional Experience:***

***Currently working with Oracle India Pvt Ltd as ‘Service Delivery Manager / Account Manager/ Project manager ’ for Latin America top account and critical customers, handling 210 Platinum accounts as of today who uses Oracle Engineered systems (Servers) like Exadata, Exalogic & SuperCluster.***

* ***Working on each Rack (Server) as a project, and Initiating the Patching process , Planning the Schedules and Recourses , analyzing the cost involved , and considered as 2 phases per year for each server. In total 210 Accounts will lead to many smaller projects.***
* ***Complete Project management frame work/activities involved on each server end to end Project life cycle.***

***Key Actions:***

***I will be responsible for planning and organizing system & database patching and upgrade services to Engineered Systems customers.***

***Patching process documentation will be drafted by me.***

***I will be mainly responsible for interacting with customer counterparts on a regular basis and serving as the technology expert on the customer’s behalf.***

***My service is delivered via remote support and I am working in an independent environment while interacting with other team members remotely.***

***Responsibilities :***

***ï Works directly with customers***

***ï Analyze systems their current configurations and compare with targeted software releases***

***ï Participate in weekend rotation and shifts***

***ï Respond to customer requests quickly and document corrective action***

***ï Participates in initiatives that improve overall process, product and documentation quality***

***ï Drives improvements in product and services quality***

***ï Participates in Beta programs***

***ï Serves as Situation Manager on highly sensitive proactive and reactive Customer issues***

***ï Consults with Management in directing resolution of critical Customer situations***

***ï Consults with Customers on complex use of Oracle products***

***ï Achieves knowledge transfer with teammates through different methods***

***ï Proactively contribute to increasing the teams efficiency by sharing knowledge, providing feedback about best practices, writing tools / utilities***

***Previous Professional Experience:***

* ***1 year 5 months (25/02/2008 to 13/07/2009) experienced as a ‘Process executive’ with Infosys BPO ltd., And expertise in HR-Operations and corporate business enabling functions for 3 months & worked with well-known client “Sun Microsystems “ for 14 months as a Spanish Language specialist for Latin & Europe countries in to Supply Chain Business.***

***Processing awareness and working knowledge in corporate aspects.***

***Having good communication skills and self-motivated representative from my Process.***

* ***Worked with J P Morgan Chase, as a SPANISH Interpreter for both (Voice & Multi Skilled) from 20-Jul-2009 to 09-Apr-2010 as a Sr. Team Member.***

***Communicating in Spanish & Requesting trade documents from suppliers & clients throughout the world and need to submit to US customs.***

***Working as a Spanish analyst & Validating, analyzing the trade documents in the global trading process on daily basis.***

***Processing the trade documents such as North American Free Trade Agreement signed by the governments of the United States, Canada, and Mexico creating a trilateral trade bloc in North America.***

***Thoroughly understanding the North America customs business rules of trading & presented to US customs on time for the respective clients.***

***And calculating the value of goods based on the HTS Number for corresponding part id’s & description.***

***Providing training & conducting sessions to the new joiners in process related aspects.***

* ***Worked with UNISYS Global, as a SPANISH language expert (Multi Skilled) into "Supply Chain Management “deportment from 15-Apr-2010 to 31-July ( 5+ years), was supporting for all Spanish speaking countries.***

***Expertise on Spanish Language also in the areas of Supply chain management, Trade Logistics, Material Planning, Purchase, Order mgt, International Imports & Exports & Customs, Ect) .***

***Collaborated to develop and implement warranty processes to reduce costs.***

***Submitted warranty claims to various Latin American Clients/Vendors.***

***Investigated invoices to determine billing status. Investigated reasons for any bill and collaborated with management to develop processes to reduce costs.***

***Reconciled payments for warranty invoices.***

***Trained and transferred invoice investigation and reverse logistics processes.***

***Escalated back ordered claims with vendors.***

***Discovered reasons for back orders, and recommended a course of action in order to get our customers' hardware functional in the shortest amount of time.***

***Created customs invoices for international shipments.***

***Inventory control. Scanned parts into inventory. Conducted inventory audits. Investigated the causes of inventory discrepancies.***

***Created purchase orders for shipments.***