**Haroon Shariff**

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**Objective:**

Ambitious and enthusiastic business professional dedicated to providing outstanding customer service and procurement operations. Detail oriented, a commitment to accuracy, enthusiastic team player with good leadership skills, seeking suitable role in Procurement domain / Managerial role.

**Certifications:**

* ‘Accenture Procurement Certification Program’ (APCP) Foundation Level Course – May, 2012
* ‘Accenture Procurement Certification Program’ (APCP) Launch Step – Conducted by IIMM, Bangalore

**Education Qualification:**

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| --- | --- | --- | --- |
| Course | Institution/University | Board | Year of Passing |
| Executive MBA (HRM) | Karnataka State Open University | Karnataka State | 2014 |
| B.COM | Vidyavardhaka First Grade College, Mysore | Mysore University | 2008 |
| P.U.C [Physics, Chemistry, Mathematics and Computer Science] | Vidya Vikas Science P.U College Mysore | P.U.E | 2004 |
| S.S.L.C | St. Philomena’s High School, Mysore | KSEEB | 2002 |

**Work Experience:**

**Total years of experience : 6.6 years (As of January, 2016)**

**CURRENT EMPLOYER : Accenture Services Pvt. Ltd**

**Date of joining : 06 October, 2010**

**Current Role and Responsibilities:**

**Role : Procurement Operations Analyst**

**Client : Qantas Airways Ltd., Australia**

**Key Responsibilities – SME-cum-Acting Lead:**

* Being the SME for the team and providing floor support on production, essentially on Oracle Purchase Requisition to Purchase Order conversion, Catalog creation, Supplier-Category linking (Java forms), Supplier Set up, Client & Supplier communication
* Performing quality check on Requisitions and Purchase Orders processed and providing necessary feedback to the team members
* Conducting daily team huddle to discuss volumes, challenges, planning & managing productivity and making sure the SLAs are met
* Being the first point of contact for the onshore process owners and stake holders for all escalations, process changes, updates and improvements
* Preparation of daily and monthly volumes, productivity and SLA reports and publishing the same to the internal management and onshore clients
* Training new team members on the process and conducting assessments, managing people issues, absenteeism, technical issues in the team
* Being the part of daily and monthly calls with the client to discuss process challenges, highlights, risks, achievements and best practices

**Achievements in the current role:**

* **Knowledge Transfer / Process Transition, Sydney Australia (Onsite):** Successfully transitioned ‘Transactional Procurement’ (PR to PO) process from the onshore client office to Accenture operations, offshore.

This role essentially involved discussing and understanding the process in various meetings with the stake holders and process owners, learning the Oracle ERP system, documenting the process and preparation of process Work Instructions, daily reporting to the management, conducting Reverse Knowledge Transfer (RKT)sessions, process training and assessments for the Operations team.

**Previous Roles and Responsibilities**:

**Role : Procurement Operations Analyst - IT and Recruitment**

**Client : National Australia Bank (NAB)**

**Duration : August 2012 – July 2015**

**Key Responsibilities:**

Central Requisition: Processing of Purchase Requisitions (PRs) into SAP - SRM 7 Shopping Carts and Manual Purchase Orders (non SAP – MS Access) within the SLAs

* Performing ‘Goods Receipting / Confirmation’ in SAP
* Business-to-Business communication: End users and suppliers via emails (Lotus Notes) and calls
* Being the single point of contact for the clients and stake holders for teams’ escalations
* As an SME, mentoring and assisting the team members and training the new recruit
* Performing regular quality checks on the teams’ daily operations and publishing the same to the clients and the management
* Liaising with the team leader to discuss and propose operational improvement ideas and suggestions to the client
* Maintaining Operational Excellence (OE), quality & SLA Metrics daily dash board etc.
* Conducting daily team huddles to discuss on daily operation errors, improvements, ideas etc

**Role: Procurement Operations Associate (Helpdesk)**

**Client: National Australia Bank (NAB)**

**Duration: October, 2010 to August, 2012**

**Key Responsibilities:**

Being the first point of contact for the bank staff and the suppliers for all queries/requests related to Procurement (Requisition to Pay), via calls and emails – which mainly include:

* Assisting the bank staff on obtaining the access for “Requisition” (SAP Procurement system) and creation of Shopping Carts/Purchase Orders (Catalogue / Special requests) on “SAP – SRM” system for various procurement needs of the bank
* Assisting the bank staff on looking up the business procedures / Rules and Regulation (on the bank Intranet) of the bank for procuring Goods / Services, and advising on the right purchasing channels
* Checking the availability of the suppliers and providing assistance on setting up new suppliers in SAP – SRM system
* Tracking the order status with the suppliers on behalf of the Requesters (bank staff), whenever necessary
* Addressing supplier queries / Requests related to Purchase Orders (via phone and emails)
* Liaising with others teams to complete the work within the SLA.

**Skills and abilities:**

* Excellent communication skills, detail oriented
* Ability to analyze problems / issues and work under pressure
* Fast Learner, willing to shoulder challenges and responsibilities
* Good leadership qualities, team player, self motivated
* Hands on experience on training new hires
* Ability to face onshore clients and relationship building
* Experienced in SAP and Oracle ERPs

**Technical Skills:**

**Applications:** SAP-SRM 7, Oracle R12, Lotus Notes, WQM (Remedy tool); MS-Word, MS-Excel and MS-Power Point

**Achievements:**

* **August 2015:** Knowledge Transfer (KT) for Qantas Airways Ltd.– Successfully transitioned the Transactional Procurement process from the client office (Sydney, Australia) to Accenture, Bangalore
* **Q2, Fy’15:**Bagged ‘Good Samaritan’ award for contribution towards “Teach and Team” (People development)
* **Dec 2014:** Bagged “Numero Uno” award for superior performance on targets/metrics, ownership and delivery against significant challenges
* **Nov/Dec 2014:** Bagged the Best Team Player award
* **March 2014 & September 2013:** Received “Numero Uno” award from the management for superior performance on targets/ metrics, ownership and delivery against significant challenges
* **June and July 2012:** Received “Hall of Fame” award from the Client (Onshore) and the management for being the best performer overall, for the month.
* **January 2012:** Was Nominated for “Shining Star” award (with other bank employees) by the Clients and Stake Holders (Onshore), for being the best performer in the team for the quarter.
* **November: 2011:** Received quarterly “Summit Award” from the management for achieving the SLA targets, Client Appreciations and for the overall performance for the quarter.
* **April 2011:** Received quarterly “Summit Award” from the management for achieving the SLA targets and for the overall performance for the quarter.

**PREVIOUS EMPLOYER: Infosys BPO Ltd.**

**Designation : Process Executive**

**Duration : 11/05/2009 to 16/08/2010**

**Role Description : Customer Services (Voice)**

**Client : British Telecom (BT), UK**

**Role:**

Providing Customer services through inbound calls (voice), with regard new Landline Telephone and Broadband connections, change of tariff plan, solving billing queries of the end users and up selling.

**Personal Credentials:**

**Date of Birth : 24/07/1986**

**Father’s name : Abdul Hafeez**

**Marital status : Married**

**Passport : Yes, valid**

**Address : #86/1, 2nd cross, Viratnagar, Bommanahalli, Bangalore - 560068**