

Avala Pavan

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SUMMARY

As a seasoned Senior Associate, my strong analytical abilities and expertise make me a valuable asset to any organization. With 8 months of experience at Wipro Technologies for the process of Order Management, I have honed my skills in quality activities and team management. I aim to implement innovative ideas, skills and creativity to accomplish projects that contribute positive growth to the organization and my professional development.

WORK EXPERIENCE

Senior Associate - Order Management, Wipro Technologies

- Managed the complete lifecycle of orders, ensuring accurate processing and timely execution.
- Act as the point of contact for resolving escalated issues, and providing effective solutions to ensure customer satisfaction.
- Verified order details and financial transactions to maintain accuracy and compliance.
- Monitored SLAs and ensured all order management processes met organizational quality standards.
- Identify inefficiencies in workflows, propose solutions, and implement process improvements to enhance accuracy and reduce errors.
- Maintained detailed reports to track performance metrics and highlight areas for improvement.
- Trained and supported new team members in mastering order management tools and workflows.

KEY ACHIEVEMENTS

- Order Management: Expertise in reviewing, processing, and managing orders from initiation to completion.
- Workflow Optimization: Proven ability to streamline order management processes for improved efficiency.
- Compliance Assurance: Ensures adherence to organizational policies and SLA commitments.
- Transaction Validation: Skilled in verifying and processing order-related financial transactions.
- Performance Tracking: Proficient in creating and maintaining detailed reports to monitor operational performance.

- **Team Collaboration:** Effective at working with internal teams to ensure smooth operations.
- **Problem Solving:** Strong ability to identify and resolve order-related issues promptly.

EDUCATION

Bachelor of Technology in Computer Science And Engineering
Bharath Institute of Higher
Education And Research
2022 – 79%

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Telugu
- **Awards/Activities:** Certificate of Appreciation for Outstanding expertise and contributions to the team Wipro 2024
- **Skills:** HTML, CSS, JAVASCRIPT, SQL, C, PYTHON, DJANGO

PERSONAL INFORMATION

- **Date of Birth:** 03/03/2001
- **Gender:** Male
- **Nationality:** Indian
- **Marital Status:** Single