




ABHILASH SAHU

CONTACT

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SKILLS

- ERP & Procurement System Integration (SAP ISU/CRM)
- Order Management, Order Fulfillment
- Billing & invoicing
- Order-to-Cash
- Cross-functional and global team collaboration
- Recruiting and interviewing
- Employee performance evaluations
- Enterprise Email & Communication Systems
- Project Management & Reporting
- Good verbal and written communication skills.
- SaaS Implementation & Client Onboarding
- Customer Service
- Operations Management
- Team player
- Forecasting and planning

CERTIFICATIONS

- I hereby declare that all the information provided by me in this application is factual and correct to best of my knowledge and belief.
- Abhilash Sahu

LANGUAGES

English, Hindi & Odiya

ADDITIONAL INFORMATION

- Awards and Achievements: , Win several prizes for excellent customer service with zero fatal error & maintaining my less AHT in my previous company. Rewarded as star performer twice in the team working

Senior Analyst with extensive experience in ERP and procurement system integration, order management, and operations management. Proven track record in leading global supply chain data initiatives, enhancing demand and supply planning, and driving process improvements across multiple industries. Adept at cross-functional collaboration, team leadership, and employee performance evaluations. Skilled in project management, SaaS implementation, client onboarding, and customer service. Career goals include leveraging expertise to optimise business operations and deliver stakeholder value through innovative solutions.

EXPERIENCE

August 2024 - Current

Senior Analyst Mphasis -Deputed at HP -Pumori Project, Bengaluru, India

- Spearhead onboarding and data integration of ODMS/suppliers across global supply chain systems.
- Integrated factory data to enhance demand and supply planning for component visibility.
- Led Master data and Technical data initiatives.
- Create documentation for best practices and deployment processes
- Conducted research to compare competitive products in the marketplace.
- Coordinated with other departments to ensure accuracy of data collection and analysis.
- Drafted documents that outlined processes, procedures, and best practices related to analytics projects.
- Trained new joiners on the process.
- Collaborate with international teams to align data standards and enhance planning accuracy.

May 2022 - August 2024

Assistant Manager Genpact, Bengaluru, IN

- Worked productively with the team in processing orders and ensured the smooth running of orders, making sure the orders get delivered in a timely manner.
- Review and filter applications for potential new hires Assist in interviewing applicants and confer with senior-level management on hiring process.
- Managed AP/AR operations using SAP ISU; ensured accurate order processing and fulfillment.
- Ensuring smooth run of end to end of order processing and order fulfillment.
- Led a 45-member team to meet SLA/KPIs, providing coaching, performance evaluation, and training.
- Ensure adherence and meeting KPIs / SLA and review timely execution of controls.
- Supervised hourly and temporary personnel, provided work direction, and reviewed work processes.
- Worked directly with business units to streamline finance operations and deliver stakeholder value

in capita. Rated highly effective in the annual appraisal 2016 . Rated Outstanding in the annual appraisal 2017. Rated Outstanding in the mid-year appraisal in 2018. Rewarded as top contributor in the year 2016, 2017 & 2018. Rewarded as best trainer of the quarter for quarter 2 & quarter 3.

ACCOMPLISHMENTS

- Supervised team of 45 staff members.
- Trained and maintained the quality of team.
- Win several prizes for excellent customer service with zero fatal error & maintaining my less AHT in my previous company.
- Rewarded as star performer twice in the team working in capita. ➤ Rated highly effective in the annual appraisal 2016 .
- Rated Outstanding in the annual appraisal 2017.
- Rated Outstanding in the mid-year appraisal in 2018.
- Rewarded as top contributor in the year 2016, 2017 & 2018.
- Rewarded as best trainer of the quarter for quarter 2 & quarter 3

LANGUAGES

Hindi:  C1
Advanced

English:  C1
Advanced

HOBBIES AND INTERESTS

- Cooking and chopping
- learning new skills
- playing cricket
- Never give up

PERSONAL INFORMATION

Gender: male

October 2021 - April 2022

Business Operation Analyst Commvault, Bengaluru, IN

- Setting up an account for customers across different region for APAC, EMEA & AMER regions in Salesforce.
- Cases alignment in Salesforce according to different regions.
- Sending out reports on monthly and quarterly basis for all customers in web-console tool.
- Closure of Opportunity in Salesforce.
- Handled Salesforce data management and invoicing through Changepoint.
- Ensured timely billing and data validation across Oracle and CQC platforms.

July 2020 - August 2021

Senior Analyst ALLEGIS GROUP – DEPUTED AT VMWARE INDIA PVT LTD

- Administer engagement setups in Changepoint based on Statement of Work (SOW)/Purchase Order (PO)/Credit account ID
- Submit invoices/redeem credits in Changepoint based on timesheet and milestone completion forms
- Closure of projects
- Validate and Manage errors relating to Bill To/Ship To details in Oracle & Changepoint
- Closure of Opportunity in Salesforce
- Provide training to new joiners
- Conduct quality audits of cases processed by Team Members
- Cross trained to ensure optimal departmental performance in absence of assigned staff.

January 2019 - May 2020

Operation Specialist Just Energy India Pvt Ltd

- Working as an operations specialist for the UK-based utility company Just Energy.
- Resolved billing issues using Junifer, executed quality checks, and led new hire training.
- Performed quality audits on cases handled by team members.
- Delivered regular training sessions, including process, refresher, and new joiner programs.
- Trained team members to ensure SLA compliance.
- Provide feedback to team members on their performance.
- Supervise the team in the absence of Team Manager
- Maintained punctual and exact reporting concerning quality, accuracy, and complaints.
- Maintained high service quality and compliance with client SLAs.
- Cross trained to ensure optimal departmental performance in absence of assigned staff.

August 2015 - December 2018

Senior Process Advisor, senior advisor CAPITA INDIA PVT LTD, Capita India

- Proficiently handled SAP CRM/ISU for electricity and gas billing, customer service, and data correction
- Proficient in SAP(CRM & ISU) in resolving billing error
- Assisting the team with updates specified by Onshore and Offshore and process improvement ideas
- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize overall customer experiences
- Projected adaptability through multi-tasking at the manager's request and offering regular knowledge support to different teams in the process
- Handling client and customer escalations on e-mails which is shared by Team Manager

- Led initiatives for process improvement, team training, and client communications.

August 2014 - April 2015

CUSTOMER SUPPORT PROCESS *FLIPKART.COM*

- (ON PAYROLL OF ADITYA BIRLA MINACS, Taking calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- Process orders, forms and applications
- Follow up to ensure that appropriate actions were taken on customers' requests
- Refer unresolved customer grievances or special requests to designated departments for further investigation
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Identify and assess customers' needs to achieve satisfaction
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

EDUCATION AND TRAINING

B.Com

Vikram Deb Autonomous College, Berhampur University, Jeypore

- Professional development completed in [\[Subject\]](#)