

RESUME

PERSONAL PROFILE

Gabriela Nayak

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SUMMARY

- **5.2 years** experience in corporate sector with practical understanding of corporate needs and incorporating creative leadership skills.
- Experience in **SAP GUI, SAP QP5, Open Text, SAP SD, IDOC and IDOC reprocessing, Order To Cash, Subject Matter Expert, Service Now, Open Text Trading Grid, EDI data, Incident management, Automation and Content management, IDOC segments and IDOC reprocessing, P1/P2 Incidents, SAP Printer, workflow, determination**, analysis using Advance Excel, forecasting, reports, presentation, effective solution provider.
- Good communication and interpersonal skills.

HIGHLIGHTS

- SAP GUI Software
- SAP SD module
- Order to Cash
- Subject matter expert
- Configuration of SAP printers
- Shipping point determination, pricing determination, sales area determination.
- SAP QP5/PI for monitoring purpose
- workflows and the integration with other modules of SAP
- IDOC segments and IDOC reprocessing
- Handling P1/P2 Incidents
- OpenText Trading Grid for tracking the date from Trading Partner to Intel and Vice Versa
- Job monitoring and troubleshooting
- Automation and Content management
- Service Now tool
- Incident management and Problem Management
- EDI data and the transaction monitoring
- Preparing weekly reports, daily reports
- Preparing report from raw data.

- Preparing various analysis on ticket hygiene and ticket handling.
- Peer to peer audits
- Advanced Microsoft Excel Using VLOOKUP, HlookUp, Macros
- Digital marketing fundamentals
- Preparing reports using Pivot Tables, Charts and Graphs
- SLA management
- Scheduling bridge calls in case of Major Incident situations.

ROLES AND RESPONSIBILITIES

Senior Technical Process Executive

12/2020 to Present

Infosys BPM Limited

- Troubleshooting in SAP GUI using various T-Codes.
- Order to Cash, Order management.
- Checking the Sales Order, Delivery note, Invoice, billing documents.
- Reprocessing and retriggering various outputs.
- Configuration of SAP printer.
- Shipping point determination, pricing determination, sales area determination.
- Checking the workflows and the integration with other modules of SAP.
- Job monitoring and troubleshooting
- Subject Matter Expert
- Handling P1/P2 Incidents
- Checking the EDI data in Open Text and detecting the errors.
- Reprocessing the queue if the file is stuck for shipping documents.
- Checking the document flow and fixing the error.
- Reprocessing the IDocs if DN is facing PGI issues or if any error in IDoc.
- Modifying the data in IDOC segments as per the issue.
- Checking the errors in tables and troubleshooting.
- Troubleshooting the proactive system alerts which generally get triggered due to some job failure.
- Tracking the data for external users derived from other portals.
- Checking the mapping of the data for the various data flow transmission channels.
- Retriggering various outputs according to the issue.
- Monitoring the messages based on various Message IDs on SAP PI monitoring tool.
- Tracking the interfaces of the various data flowing in the SAP PI and preparing weekly reports.
- Restarting the communication channel if any channel is blocked.
- SLA management
- Scheduling bridge calls in case of Major Incident situations.

Senior E Service Associate 05/2015 to 12/2016

Hipower Support Pvt. Ltd

Bangalore Karnataka

- Preparing reports and trackers
- Client interaction and follow-up
- Taking note of the daily SLA from the line managers and supervisors
- Subject Matter Expert
- Handling P1/P2 Incidents and high and urgent cases
- Coordination among the team
- Been an eminent member of the Pilot Batch
- Assisting subordinates at the time of the execution of tickets
- Forecasting the app performance
- Providing feedbacks during the meetings
- Finding bugs and glitches if any in the game app
- Solving the queries of the players
- Modifying or taking action when there is a breach according to the norms of the organization

HR Recruiter

Phoenix Group of Company

1/2012 to 6/2013

Bhubaneswar Odisha

- Selection ratio
- Setting up the CTC of the selected candidates
- Tracking the CTC of the company using the Advance Excel tools
- Job posting on various Job portals and organising job fairs.
- Conducting interviews, screening and selection.
- Offer Letter sharing and explaining it to the candidate as various salary components.
- Successful offer negotiations.
- Training programs to focus on customer development showcasing a friendly and helpful organizational culture.
- Onboarding and induction
- Payroll and attendance management

ACADEMIC PROFILE

- **MBA in HR** specialization from IGNOU
- **B.Tech** in Applied Electronics and Instrumentation Engineering from KIST, Jatni, Bhubaneswar, Orissa **(CGPA-7.02)**
- **+2 science** from CHSE Board with subjects PCBM, Orissa. **(64.5%)**
- **10th** from ICSE Board , Stewart School, Bhubaneswar , Orissa. **(59.2%)**

SOFTWARE EXPOSURE

Software : MS Office, Pivot Tables, Power Query, VLOOKUP, HLOOKUP, Charts

Languages : C, C++,ASP.NET,HTML,CSS,JAVASCRIPT
Database :SQL SERVER

INDUSTRIAL TRAINING

- VLSI designing in CTTC (Central Tool room & Training Center) in 2010, Bhubaneswar
- PrasarBharati training 2009, Bhubaneswar.

PERSONAL SKILLS

- Good communication skills.
- A continuous learner having good verbal and written skills.
- An adaptable, analytical, confident and an optimistic person.
- Constantly focused on self- improvement through learning.

AWARDS AND RECOGNITION

- **Consistent performer Award** in the previous organization.
- **Certificate of Appreciation** for the exemplary performance.
- **e-Supplier recognition certificate from the client for being the top Very satisfied CSAT performer.**

PROJECT/SEMINAR

Minor project : Metal Detector.

Seminars : Image Morphing,StealthTechnology

Btech Major project : Sms based patient monitoring system,

MBA Major project : Role of NGO in providing online education to the under privileged children of the society.

PERSONAL DETAILS

Name : Gabriela Nayak

Father's name : Shri BhaskarNayak

Nationality : Indian

DOB : 28/07/1986

Languages Known : Oriya, Hindi, English

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