

VANITHA C
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Career Objective

4+ years of experience in Order management, looking for a suitable position in a result oriented and highly successful organization which will enable me to find my higher potential and encourage me to strengthen my skill-sets.

Work Experience:

Organization	Designation	Period
HP Inc	Process Associate	May 2015 to April 2018(2yrs 10 months)
Orient Traders	Back-office sales executive	March 2019 to Jan 2021 (1 yers10 months)

Sales support management coordinator for supply chain @ HP computing and printing India pvt ltd. (2015 may-April 2018)

Responsibilities:

- In-depth knowledge of handling customer accounts.
- Co-ordinating with inventory team to resolve intercompany (IC) issues.
- Addressing customer queries in a timely and efficient manner.
- Creation of Credit and Rebill when it is required based on discrepancies in credit note provided to customer.
- Ensures error-free on time deliverance of all regular, periodic and ad-hoc requests.
- Validating cases received in 3W from Customer service representative
- Entering claims for customer based on query using various tool like E-claims, IRL, E-tracking, OSS
- Follow up with front end customer service representative team and logistic team for return process of goods from customer to return centre.
- Working with logistic team for incidents occurred during shipment of goods from factory HUB to customer location.
- Communicate with customer regarding incident and instruct logistics to proceed accordingly whether to deliver or return.
- Doing rigorous follow up with logistic coordinators and logistics team for smooth return process.
- Create credit section in SAP for returned goods based on replacement orders.
- Contacting factory team for part availability and sure customer get parts for free of charge

Other Responsibilities:

- Giving training on process for all new comers and forum champion for front end query and calls.
- Taking weekly regional calls with respective customer operations manager to discuss on metrics trend and delay analysis.
- Meet the productivity target and SLA with Zero error.
- Part of robotics team for making DOA claims automation.
- Releasing credit note based on claim type in SAP
- Member of Ignition crew for 1 year

Back-office sales executive @ Orient Traders pvt ltd (2019 March -Jan 2021)

Responsibilities:

- Receiving and validating offers from customers
- Preparing and sending quotations to customer or customer representatives
- Rigorous follow up with customer for quoted projects
- Preparation of Purchase order
- Preparation of Proforma Invoice
- Preparation of transportation request
- Checking stock availability and giving commitment to customer
- Taking payment confirmation from customer
- Continuous follow up with our despatch team until products reached to customer
- Sending request to our purchase team to make order request on unavailable products
- Scheduling calls with clients to sort out the issues after despatch
- Preparation of monthly target report of our team
- Preparation of pending orders report

Technical skills:

- Tools: SAP, E-claims, IRL, 3W dynamics, E-tracking, sandy
- Other IT Skills: Word, Excel, Power Point, Internet & E mail

Achievements:

- Received multiple recognition mail from front end on behalf of customers.
- Awarded with customer champion twice.
- Was nominated for top 10 among 300+ employees and winner of CUSTOMER CENTRICITY award chosen by L3 manager level.
- Awarded with commitment with excellence category.
- Received employee of month recognition for more than 15 times.

Qualification:

- M.com from Karnataka State Open University in the year 2015 (66.30%)

- BCOM from kuvempu university in the year 2012 (80.32 %)
- PUC from Karnataka Pre-University in the year 2009 (84.33%)
- SSLC from Karnataka Higher Secondary Education Board in the year 2007 (88.6%)

Personal Profile:

Father Name : Cheluvachari B.L
Address : Vedanth Vihas apartments, Flat # 113, Hulimavu main road
B G Road, Bangalore-560076
Date of Birth : 05 Aug 1991
Nationality : Indian
Sex : Female
Marital Status : Married
Languages Known : English, Kannada, Hindi.

Date:
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