



JANANI .M.R.  
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## OBJECTIVE

To work in a challenging work environment, which would provide me valuable learning and professional growth, at the same time help me in contributing meaningfully to the growth of the organization and to acquire a position that affords me the opportunity to bring my technical knowledge, problem solving skills and willingness to learn to make an organization successful.

## KEY SKILLS

SAP (ERP), MS Office, People Soft, Quality check  
|Audit| Purchase Order  
|Accounts payable |payments  
|Reports | |Client Interaction  
|SLA Tracking | MSOffice tools.

## LANGUAGE

English: R |W|S  
Tamil: R |W|S

## EXPERIENCE | 8+ YEARS

Worked in **Tata Consultancy Services** as **Business Process Lead**  
(Jan'21 – Mar'23)

Worked in **Accenture Solutions Pvt, Ltd** as **Transaction Process Associate** - (May'17 – Dec'20)

Worked in **Maersk Global Services Pvt Ltd** as **Process Associate** (AP Process) – (Mar'14 – Apr'17).

## EDUCATION

MBA (Finance & HR) Veltech RR SR 2010 - 2012

BBA - Guru Shree Shanti vijai Jain College of Arts &Science – 2007 – 2010

HSC – Perambur Girls School (80%)

SSLC – Annai Vailankanni Hr.Sec.School (80%)

## ACHIEVEMENTS

Achieved **Spark Topper** Award for exceeding the expectation for the Month of Jun'19.

Awarded Star of the month on Sep – 2019

Awarded Best Performer on Aug - 2020 for achieving and maintaining Productivity targets.

## CERTIFICATIONS

HDCA (Tally, Excel, HTML)

Typing (Lower Certification)

## HOBBIES

Reading Books |Newspaper

Listening to Music, Dancing

## PERSONAL INFO

Father|M.Ravichandiran

DOB |15.05.1990

Gender |Female

Marital Status |Single

Nationality |Indian

## DATE & SIGNATURE

Date |

Signature |

## ROLES & RESPONSIBILITIES

Delivering information and suggesting improvements, the operation metric/process upon client request and or on weekly/monthly basis on priority.

Review on daily operation metrics, operationalexcellence, SLA's, escalation mails, escalation trackers and Team Productivity with the Assistant Manager.

Responsible for accrual reporting , VMD Process and updating vendor information.

Identifying and fixing the error using SAP T-Codes (SE16N EDIDS EDID4 SA38 WE02 F-44 F-47 FB60 MR8M

Get into Weekly Calls with Regional Process Owner and Service Delivery Leads along with Managers and Leads.

Conduct daily huddles with team for Project review and progress.

Prepared SOPs for the processes.

Collaborating with support team to setup a new project.

Handling customer queries to resolution & Clearing Blocked invoices

Getting cross training and assisting other team member to reduce their volume

Resolved conflicts between internal teams or customers in an efficient manner utilizing effective problem solving techniques.

Provided direction and guidance on technical issues while trouble shooting problems quickly

Managed workflow of projects from initiation through completion, including scheduling resources, tracking progress, and providing technical support.

## DECLARATION

I honestly declare that the above-mentioned details are true to the best of my knowledge.