

PRATIBHA NAIK

Bangalore
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To be a part of a dynamic work environment and contribute substantially to the larger goals of an esteemed organization, in the process, making best use of the opportunities provided for learning and growth.

Skills

- Tally ERP 9.0
- MS Excel
- Tally with GST
- MS-office

Work Experience

Company: Accenture (July 2018- November 2020)

- Identified and Executed improvements for the process, content and lead generation. Review the various contents posted on social media and escalate it if they are violent and abusive in nature as per the SOP generated by the client.
- Preparing and presenting Weekly Reports
- Training new analysts for the process and helping them with daily tasks.
- Communicating with clients and resolving queries for a smooth workflow.
- Sending mails to IR in case of unavailability of documents.

Company: Amazon (July 2021- November 2022)

- Analysing the PO's received from the customer.
- Ensuring that orders are processed within cutoff.
- Creating and executing orders via SAP.
- Ensure that partners details are currently updated as per PO (Sold to, Ship to, Bill to, payer).
- Ensure that PO and SAP details are matching including Price, Qty and Material# etc.
- If any issue with pricing or partner details customer info need to create task for respective team.
- Sending daily productivity reports to leads and managers.
- Periodically reviews current processes and activities and work on solutions to improve them.
- Supports in developing/ modifying of process documents as and when needed.
- Doing audits and quality checklist on controlling the issues based on previous errors.
- Error analysis on daily basis.
- Allocating the SLA's to other agents and working on the same.
- Handling any type of queries with team members.
- Been an active team player of gaining the process knowledge and healthy team through it.

Company: MSI (November 2022 - Present)

- Processing Sales Orders for companys sales divisions.
- Developing documentation related to support.
- Planning inventory control.
- Arranging distribution products.
- Solving problems in cases of return of products.
- Places orders, processes return requests and enters credits.
- Handles customer inquiries in the areas of product information, ordering procedures, special order information and pricing, quote information, problems, returns, shipping.
- Communicate to customers on orders status, any delays or problems with their requests.
- Serve as liaison with third-party delivery service to coordinate deliveries and resolve problems.
- Provide information and assistance as needed to inventory and warehouse personnel to allow for expeditious processing of damaged and defective merchandise.
- Perform additional duties as required and or requested.

Education

2018

B.COM/MES College of Commerce, Sirsi

73.35%

2015

PUC / MES PU College, Sirsi

71.33%

SSLC / MES English Medium High School, Sirsi 67.16%

Strength

- Adaptability
- Commitment towards task which I involve into
- Good Communication and Management Skills
- Ability to work individually as well as in team

Personal Details

- Date of Birth : 28 - 06 - 1997
- Father's Name : Chandrakant M Naik
- Address : Yesale , PO Chipgi. Sirsi
581402
- Languages Known : English, Kannada, Hindi

Hobbies

- Cooking
- Traveling
- Painting
- Singing

Declaration:

I hereby declare that the above information given by me is true the best of my knowledge.

Pratibha Naik