



Swati Vilas Giri

🏠 D-705, Mohar Pratima, Rao Colony, Talegaon Dabhade, Maval, Pune - 410506

✉ giriswati145@gmail.com

☎ +91- 7030653999

CAREER OBJECTIVE

Seeking a responsible post for challenging position and looking forward in making a significant contribution in a company that offers a genuine opportunity for progression.

PROFILE SUMMARY

A competent Professional with 5 years of experience in Procurement, Customer Relationship & IT related Shared Services.

- Excellent in improving the existing relation of organisation and client.
- Excellent in effective communication skill.
- Ability to take responsibility and ownership for the growth of project.
- Key achievement - I was deputed to the headquarters of Aker Solutions in Norway, Oslo on project requirement for 1 month from 12th November 2013 to 13th December 2013.

WORK EXPERIENCE

- ❖ **Working with VMware Software India Private Limited (Pay-roll of Primus Global Technologies) as an Analyst – IB Services 1 (IND- PRO).**
(March 02nd 2022 – Till Date)

Job profile includes:

- It is vSphere Quoting pilot process of providing Quotes to the customers worldwide.
- We process requests of the customers through SFDC cases.
- SaaS Pricing Quotes, Standard Pricing Quotes, Service Addition Quotes, Service Reductions Quotes, Service Termination Quotes, Current Order queries, Contract queries are handled by us.
- Working hand in hand with Sales team, thus by ultimately helping them to widen the business scope as well as customer satisfaction.
- Maintaining all the customer details and their order details in Oracle EBS.
- Receiving and validating customer requests.
- Processing the orders in SFDC and Oracle EBS.
- Pulling Reports from SAP BI and provide Sales team with more detailed information about the customers and their current order status.
- Interacting with the Customers, Sales Team and Partners and providing them the Budgetary Quotes and Standard Quotes for the next Renewal.
- Making sure that all the terms and condition of the agreement are being followed and not violated as per Pricing Policies of VMware, by the customers when they send New Business Orders, Renewals, Re-contracts, Domain change, Name change, Full Contract Terminations, Service Reductions.

❖ **Worked with Symantec Software India Pvt Ltd as an Associate Customer Service Specialist.**
(April 04th 2016 - April 07th 2017)

Job profile includes:

- It was a pilot process of providing Symantec IT services to the customers worldwide.
- We processed requests of the customers through SFDC cases.
- Invoicing queries, Contract queries current order status queries were handled by us.
- Termination of existing services were handled by us.
- Payment recovery was handled by us.
- Maintained all the customer details and their order details in Oracle.
- Receiving and validating customer request.
- Processing the orders in SFDC and Oracle.
- Interacting with the customers and making them aware of the Renewal Terms, Minimum Contract Period, Notice period before Service Terminations, Terms and Conditions of the agreement.
- Working hand in hand with Sales team thus by ultimately helping them to widen the business scope.
- Assisting in creating Agreement and validating the same between Cloud customers and Symantec.
- Getting the agreement copy signed and activated by both the ends (Customer's end and Symantec).
- Making sure that all the terms and condition of the agreement are being followed and not violated by the customers when they send New Business Orders, Renewals, Re-contracts, Domain change, Name change, Full Contract Terminations, Service Reductions, User Additions, User Reductions, Trials, Trial Conversions.

❖ **Worked with Aker Powergas Subsea Pvt Ltd as a Buyer.**
(July 16th, 2012 - July 16th, 2015)

Job profile includes:

- Always focus on 6 core Aker values, those are Customer drive, HSE mindset, People and teams, Open and direct dialogue, Hands-on management, Delivering results.
- Support Engineers, Projects, Material planners and Procurement leads in buying materials at right time, right quality, right quantity, right price and deliver it at the right place.
- Floating of enquiries (Request for quotation).
- Evaluating the Offers (quotes received from the suppliers).
- Selection of the best supplier.
- Creating Purchase Orders and placing it formally with the supplier.
- Procure according to the given budget and standard procedures.
- Review Engineering Procurement Manufacturing Schedule (EPMS).
- Expedite for on time delivery and documents.
- Maintain relevant procurement information in SAP.
- Handle Non-Conformance Report, payment of invoices and payment of Credit notes from supplier.
- Close out of Purchase Orders.
- Standard price updating in SAP for materials.
- Keep Supply chain informed about relevant information from suppliers regarding forecasted price hike on raw materials, transportation etc if any, thereby enabling the whole supply chain team to handle the situation well in advance.
- Running PGA reports that are generated in SAP, which enables the supply chain team to understand the open Purchase Orders and the issues going on the particular Purchase Order.

- Taking follow up from suppliers and desk expeditors for documentation, according to the exceptions provided by Clients.
- Attending Bid Clarification Meetings and Kick-off Meetings with the suppliers and engineers, in orders to make sure that the project, clients and the suppliers are on the same page and on time delivery of materials.

ACADEMIC CREDENTIAL

- **Additional Certification: Executive Management Development Programme on 'Supply Chain Strategy and Management' from Indian Institute Management, Kozhikode (IIMK)**
- **Master of Business Administration (Financial Management) from Sahyadri Institute of Management Studies, University of Pune.** Percentage: 57% (Batch 2009-2011).
- **Bachelor of Computer Application from D.Y Patil Arts, Commerce & Science College, University of Pune.** Percentage: 58% (Batch 2006-2009).
- **H.S.C from Vidya Niketan High School, Nagpur Board.** Percentage: 55% (Year of passing 2006).
- **S.S.C from BJM Carmel Academy, Chennai Board.** Percentage: 65% (Year of passing 2004).

COMPUTER PROFICIENCY

- MS Office.
- Languages: C, C++
- SAP BI
- SFDC (Salesforce.com)
- Oracle EBS

EXTRACURRICULAR ACTIVITIES

- Cleared Elementary & Intermediate Drawing exams.
- Participation in district level athletics.

PERSONAL DOSSIER

Date of Birth : 2nd November 1988

Marital Status : Married

Passport no : L3583386

Languages Known : English, Marathi and Hindi

Strength : Honesty at work, Positive attitude, Hard working.

Interest : Cooking, Gardening, Travelling

Permanent Address : D-705, Mohar Pratima, Rao Colony, Talegaon Dabhade,
Pune - 410506

Declaration: I hereby declare that the above information is true and correct to the best of my knowledge.

Place: Pune

Swati Vilas Giri