


Nehal Mavchy

Lead - Trans processing

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 8407949104

 8 years

A competent professional, completed Post Graduate Degree in MBA from Pune University in 2014; with over 8 years of professional experience in Client management/service, Process improvement/excellence, Quality assurance, Salesforce, SAP, Internal Audits

Profile Summary

I am a seasoned working professional with a total of 8 years work experience, currently associated with Sutherland global services as a Lead- Trans processing (US/Canada support). My current role includes working on Order management, Material code management, Proposal creation, coordinating with the client through email, call & chat, understanding the requirements & making sure to complete assigned work within stipulated period of time to meet the deadlines/SLA.

Education

2014, Full Time

MBA/PGDM, Pune University,

2012, Full Time

B.Sc, Pune University,

2009

12th, Madhya Pradesh, English, 60-64.9%

2007

10th, Madhya Pradesh, English, 75-79.9%

Work Experience

2017 - Present

Lead - Trans processing

Sutherland Global Services

- Handled Order management, Proposal creation, Material code management, Internal Audits.
- Handling data base for US/ CANADA customers, order management and proposal creations.
- Reviewed existing processes, and spearheaded the implementation of systems aimed at enhancing process and operational efficiency of the organization, worked on continuous improvement.
- Quickly respond to the calls, web cases, emails and chats with the requestor to get resolution and deliver a high level of service and to ensure quality working and customer satisfaction.
- Formulated need-based business strategies for maximizing profitability & revenue generation & realizing organizational goals.
- Key Contributor to order management Process Management Team ensuring that the incoming transactions are validated and booked in the systems.

- Analysed gaps and spearheaded process improvement ideas to minimize the error and process time.
- Developed formal plans for continuous improvement and measurement in terms of management goals and objectives, customer service delivery, and customer relationships.
- Provides customer support at a specialist level, acting as the "knowledge base" of information across the Order Management functions and sharing knowledge within team and helping to get order uploaded.
- Established in-house quality standards, ensuring high-quality deliverables while adhering to the SLAs.
- Identified needs for training and conducting regular training sessions for new joiners as well as team members
- Responsible for creating order forms for customers as per client requirements.
- Train new people in team for Proposal creation process.
- Prepare checklist related to order booking and proposals to set internal audit parameters.
- Auditing cases (Internally) on daily basis to ensure quality.
- Maintain and audit data of all the cases processed by team members.
- Handling GRA (Global Revenue Assurance) revenue recognition process.
- Performing validation of documents and prepare packages related to revenue based on orders booked.
- Work with client to get approvals for the packages sent on daily basis in order to recognize revenue for the company.
- Working as a member of the Avaya Services Offer team to manage a catalog of over 6,000 SAP material codes.
- Working with internal teams (Ops, Finance, IT, SAP Admin, Provisioning) to meet processing deadlines for offer launch dates.
- Promoting operational excellence, customer service, problem solving, project management skills and teamwork.
- Managing the SAP Material Code creation and maintenance process for Avaya Professional Services.
- Acting as prime for SAP Master Data Governance (MDG) tool for MC creation.
- Maintaining the Avaya Professional Services Catalog.
- Working with internal teams to get material codes ready for Offer launch dates.
- Creating ROC (Revenue Office Council) files based on the given spreadsheets.
- Ability to handle work independently and proactively with good problem-solving skills.
- Acting as Liaison and SME on material code attributes within Avaya's other Business Units.
- Creating job aids regarding material code information for the Offer Management Team.
- Tracking, auditing, and submitting MC creation requests to MD Team.
- Creating ROC slides on behalf of offer managers and submit to ROC for approval and weekly update to offer managers of ROC approval by packages.
- Assisting team with SAP related inquiries associated with Material Code Attributes.

Application used for Order Management, Proposal creation, Material code creation:

- ? SFDC (Salesforce dot com)
- ? SAP (I2P)
- ? SAP MDG (MP4)
- ? Microsoft Outlook
- ? Microsoft Teams
- ? Avaya one source, Avaya Store
- ? Avaya (Spaces)
- ? Pro Services Now (PSN)
- ? Qvidian (Proposal Creation)

2016 - 2017

Team Lead- Recruitment

Jobs Cruze Consultancy Services

- Worked as a Team Lead- Recruitment (BFSI).
- Team size handled (8-10 recruiters)
- Sourcing recruiters through portals to fill team gap & schedule interviews of shortlisted candidates.
- Conducting training session for new joiners.
- Maintain daily reports, work sheet of team & formulate weekly & monthly plans for team.
- Preparing new plans and daily targets of team, drive & motivate them to get the work done.
- To develop new ideas, plans for the betterment of team & organization and daily reporting to the manager.
- Attend monthly meetings with client companies to build & maintain relationship with clients.
- Proper follow-ups with the clients for selection & joining of candidates.

2015 - 2016

Senior HR Executive

Fundatastic Works Pvt. Ltd.

- Handled recruitment through portals, social media and references.
- Worked on profile screening, Interview scheduling, Arranging interviews, Proper follow-ups, On-boarding formalities, Offer generation, Documentation of selected candidates.
- Prepared new plans, daily targets of employees & monthly reports for clients.
- Responsible for record keeping (Attendance, Leave), preparing salaries, incentives, performance appraisals of

employees.

- Reporting to the manager and director on daily basis & assist other HR?s.
- Handled corporate permissions, events & also present and participate in the fundraising events.
- Prepared a monthly meeting schedule with potential donors.
- Developed new ideas, plans for the betterment of organization.

Key Skills

customer
service

process
excellence

service delivery

internal audit

process improvement

client management

service
excellence

Material Management

Client
Handling

Team Management

Process Management

Client Relationship
Management

Order Management

Sales Order
Processing

Process
specialist

Client Support

Language

English
Expert

Hindi
Expert

Marathi
Proficient

Personal Details

Date of Birth

19th September 1991

Gender

Female

Marital Status

Single / Unmarried

Address

NIBM Road, Pune