

# NANDINI KUMAR

SME at Scholastic International IT support center

## Contact:

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📍 Gurgaon, Haryana

## About Me

Subject Matter Expert with 10 years of practical experience and dedicated work ethic in a Publishing House Order Fulfillment department.

## Professional Experience

Scholastic Inc | Subject Matter Expert 2021 – 2022

Scholastic Inc | Senior Associate 2015 – 2021

Scholastic Inc | INTL Operations Associate 2012 – 2015

### Key responsibilities:

- Managing and processing customer orders, ensuring accurate and timely order entry to meet the SLA
- Coordinating with sales departments to fulfill orders, resolving any order-related issues or discrepancies
- Maintaining order records and documentation, and providing exceptional customer service throughout the order management process
- Processing Amazon E-commerce orders for Europe region.
- Coordinating with warehouse department related to transportation of the shipments and other queries related to the order.
- Quality assuring of the team members day to day work on daily basis
- Training and mentoring new hires for the better understanding of the process
- Handling inquiries, Quotations, Sales orders and Customer Claims
- Co-ordinating with Global delivery for shipment related queries
- Maintaining relationships with distributors and schools.
- Liaising with the sales team to answer client queries regarding pricing, invoicing, order tracking, the local legal right of publishing and customs.
- Handling end-to-end processing of credit claims submitted by the customer for reimbursement of the payment made
- Responding to customer inquiries and providing support via phone and email
- Creating credit note/debit note

## Skills

- Knowledge of working on SAP tools, OTC, RN, RVI, AS400 and Outlook
- MS Office tools like MS-Excel, MS-Word, etc
- E-mail & phone etiquettes
- Knowledge of Salesforce
- Observation
- Decision making
- Communication
- Multi-tasking

## Education Background

- College of Vocation Studies(Delhi University)  
BA in Small & Medium Enterprises  
Completed in 2012
- ST. PBN Public School (CBSE Board)  
Higher Secondary School  
Completed in 2009