***Consultative Solutions Expert & Effective Team Player***

**A Hard Working Professional** with proven ability to drive maximum output towards the job .Seeking an opportunity for professional challenge and growth to support and enhance co-operative objectives of the company .

**SUMMARY OF SKILLS**

* Technically savvy astute engineering professional more than six years of experience as a catalyst for ERP Solutions/Process Improvement through systems evolution, driving new ideas, objectives and thus enhancing the customer value and customer experience.
* Good knowledge of management and technical skills coupled with professional competencies in mobilizing and judiciously managing resources with structured inputs in the domains and accomplishment within defined time/cost parameters.
* Well versed in managing business operations involving integration and mapping the data with the necessary prospects according to the business requirement.
* Focused and hardworking professional equipped with thorough knowledge and technical understanding coupled with an analytic bent of mind and confident to take challenging assignments.

**Areas of Expertise**

SAP | Supply Chain Management | Order Management | Vendor Management | Customer Relationship Management | Database Management | Project Management | Needs Assessment | MS OFFICE &WORD Presentations | Business Analytics | SUPPORT Handling | Strategic Planning | Supplier Management |Procurement and Sourcing | Warehouse Management

**TECHNICAL SKILLS**

SAP SRM , (SD&HANA) as functional consultant , Auto CAD& ORCAD (2D Modelling and Designing ) , Microsoft EXCEL, MS WORD, CRM- Sales force , Ariba , Oracle Fusion

**EXPERIENCE & ACCOMPLISHMENTS**

**HEWLETT PACKARD August 2020- January 2022**

**Sr. Supply Chain Analyst**

* Proven ability to identify and implement customer specific process improvements and well established and maintained strong relationship with customers and stakeholders.
* Collected and analysed data relating to supply chain operations, parameters setup and evaluate performance measurement and benchmarking processes using ERP tool for various business interpretation process.
* Supports day-to-day post-sales order transactions (e.g., credits, returns, order entry, inventory bottleneck) and reporting of customer issues, including resolution of basic issues and handled highly complex customer accounts
* Provided operational support for the various activities in collaboration with different stakeholders, vendors and suppliers in procurement process with the material inwards and scheduled processing of goods and timely execution.
* Involved in implementing the existing operation standards to create client-specific business solutions for logistics including delivery of goods involving shipment and vendor coordination and also involved in warehouse operations, procurement and supply Chain improvements.
* Proactively involved in clarifying the customer queries related to processing delays and managing the backlog orders scenario on day-to-day basis as well involved in resolving the issues within the stipulated timeline.
* Coordinated with the stakeholders in various strategic and forecast views relevant to planning and production of goods in precedence with Demand and Supply requirements.
* Involved in the master data management in SAP that includes creation of new account, validation and correction and setting up the configuration of the necessary items as per the SLA Hierarchy and also handled various testing activities in the SAP.
* Identified the demand gaps and shortages from the customer end and coordinated with internal as well the external stakeholders to resolve the issue on the timely basis.
* Worked in the international level to resolve the supply chain issues and had performed the key structured enablement of replacement goods issued and involved in enhancing the continuous improvement process
* Exhibited the internal meeting and projected the real time operational performance of the KPI’s
* Performed inventory check, analysing shortages, excess, and obsolete/aging inventory. Taking appropriate action for optimizing inventory performance, in collaboration with sales, marketing and fulfilment team.

**HEWLETT PACKARD ENTERPRISE February 2017– June 2018**

**BUSINESS OPERATIONS ANALYST**

* Handled multiple low to moderately complex customer accounts.
* Involved in the order management and order processing activities as per the key structured hierarchy.
* Involved in the conversion process that involves creation of the new product after replacement of the product according to the hierarchy.
* Worked with the support projects that involve order management, credit management and pricing validation.
* Involved in modifying the terms, pricing and approvals for the contract also matching the relevant criteria according to the respective sales document type.
* Configuring of Account groups, Partner determination, sales documents and Item category determination.
* Integration of the products from low level function to the desired support level of the package and validating the same with desired functional parameters.
* Coordinated with senior management and executed the business project as per the desired costing and functional needs.
* Involved in knowledge transfer sessions and preparing Information Documents and Documentation of process errors.
* Assisted other departments and support groups (internal sales, audit, operational support, delivery) by reporting the key functional roles.

**KKM SOFT PVT LTD**

**SUPPORT COORDINATOR September 2015-February 2016 KKM Soft PVT. Ltd.**Is a Digital prototyping consulting company accredited as the Gold Partner, Preferred Industry Partner and Authorized Certification Centre to the World’s leader in Design: Autodesk INC, USA, KKM SOFT is involved in providing the best in class CAD / CAM / CAE software, Customized Design Automation solutions to over 3000 customers from leading Engineering, Manufacturing, BIM & Infrastructure, Plant Engineering, Machinery and other Design based industries in India and overseas.

* Involved in the process of generating the business leads and executing with the internal team.
* Handled CRM in the process of lead generation, Quote Submission, Follow up, analysis of the business strategy.
* Involved in the post sales activities like raising the Purchase Order, Vendor Management, Order Processing and Invoice Handling.
* Registering the Purchase Order in the SAP and involved order processing activities between customer and the principal client.
* Worked with SAP during the Internal Order Processing Activities.
* Constant interaction between the customer and the client during Pipeline to order Execution.

**CONTEL CONVERGENCE TECHNOLOGIES**

**Support Co-ordination Engineer August 2014 – August 2015**

**Contel Convergence Technologies** provides a range of products and services that are vast and purely customer driven. They provide Voice Communication solutions from a simple telephone instrument to advanced contact centre solutions. Conferencing and AVSI projects from a simple projector to complex turnkey conference room technologies. Contel brings you the very latest Cloud Telephony services. Product range of office automation includes products from digital copiers to CCTV / Access Control Responsibilities.

* Involved in preparing and sending quote to the customers.
* Maintained the CRM (Customer Relationship Management) and validated the customer details frequently and involved in the effective handling of Database Management System.
* Testing of Hardware part of the System and taken care of all service desk related activities.
* Effectively involved in the Escalation of the issue and cases with respect to the service and troubleshooting of the Hardware Components.
* Maintained the stock material and frequent updating of input / output and other inventory details into the ERP.
* Preparing the Annual Maintenance Contract for the customers and maintained the Record separately.
* Providing technical support to the customer queries over e-mail and voice.
* Involved in the end –to-end process of support coordination between the customer and the Principal agent.
* Provide end-to end communication with account Department and delivered customised business solutions.
* Involved in attending, recording and communicating in all queries related to sales and service.
* Constant in touch and negotiation with the customers during the Supply chain and Order Management Process

**SIEG TECH PRODUCTS PVT LTD**

**Sales Coordinator DECEMBER 2013 –APRIL 2014**

**SIEG TECH PRODUCTSis**a unique enterprise that offers engineered products and services to our customers across India, Middle East and Canada. They are the main Exporters of Valves, Pumps and Gear Boxes.

* Prepared Offers for various types of Valves.
* Worked on the complete Technical Aspects of the Product in the process of Offer submission.
* Carried out CADD oriented Diagrams like General Arrangement Drawings and Cross Section Drawings.
* Prepared the Data Sheet with the necessary Technical Parameters and specifications.
* Interacted with the Customers in the Supply Chain Management Process.
* Constantly interacted with the Sales Team in the process of Lead Generation and Order Execution.
* Carried out the Order Management activities like releasing the Purchase Order, Documents Verification and Despatch status.
* Constantly involved in the process of scripting and writing mails to the higher officials.
* Maintained the Sales Visit Report and Daily Report

**WHIRPOOL INDIA PVT LIMITED**

**MARKETING EXECUTIVE February 2013 to December 2013**

* Carried Administration work that involves effective handling of Data Base Management System.
* Responsible for generation of lead through customers and following it on regular basis.
* Carried the tracking operations of regular customers and maintained the data separately.
* Tracking of previous calls reports regularly and getting the feedback from customers.
* Worked in MS-Excel and MS-WORD for data manipulation and data feeding.
* Regularly maintenance of files and constant touch with the senior authorities to maintain a continuous Stream of process that is to be carried out.
* Constantly in follow up with calls and data with respect to sales and purchase.

**RANGA CONTROLS**

**Graduate Engineer Trainee August 2010 – February 2011**

* Accountable for documenting all the critical parameters and coordinated with new product development team and various inter dependent departments.
* Prepared the required drafting and drawings of the equipment’s and met the necessary parameters required by the customer.
* Responsible for timely completion of all project specifications, design, drawings & requisitions for areas of responsibility assigned and participated in design review.
* Prepared the General Arrangement, BOM, Layout and Single Line Drawing as per the client Requirement.
* Performed analysis, Piping layout and design, design guidelines and benchmarking information.
* Worked with data sheets and implemented the data as per the given specifications.
* Collaborated with the senior management to maintain a continuous stream of information regarding the project status and progress.

**EDUCATIONAL QUALIFICATION**

* Completed **Post graduate Diploma in Operations Management** (from IMT Ghaziabad) through Distance Learning from 2018-2020 .
* Competed B.E in **ELECTRONICS AND INSTRUMENTATION ENGINEERING** from Valliammai Engineering College (Affiliated to Anna University), Chennai from 2006-2010 passed with 67%.
* Completed Higher Secondary from S.R.D.F Vivekananda Vidyalaya during the year 2006 passed with 79%.

**TRAINNINGS & CERTIFICTIONS UNDERGONE**

* Underwent SAP S4 HANA certification course with Proexcellency Solutions.
* Underwent In-plant Training in BSNL that involved topics such as **Transmission Equipment and Switching Equipment’s.**
* Completed course in Electronic Design Automation which includes the study and design of AUTOCADD ,PSpice and Simulation Software .
* **DCS & Field BUS Basics & Engineering**, Conducted By Yokogawa India Limited.
* Undergone training in **“Supply Chain Analysis And Inventory Management “ at** Kyungshin Industrial Motherson Private Limited

**Key highlights of this Project:**

* This project was accomplished to implement certain methods of Inventory and Supply Chain where new material requirement occurs in the existing node that could be manipulated using various Inventory control Techniques.
* The necessary changes that has been incorporated towards the material management methods using ABC Inventory Control Method and Bullwhip Effect.

**LANGUAGES KNOWN**

HINDI, TAMIL, ENGLISH

**PERSONAL DETAILS:**

NAME - DHIVYA S

D.O.B. – 10.08.1989

Residential Address : No 14D ,Giridhar Block , Krishnanagar Apartments ,Anasandrapalaya ,

HAL , Bangalore – 560017

Martial Status : Married