**Vijaya R**

Bangalore

Mobile :8073912015

vijayar2020@gmail.com

To pursue a challenging and meaningful career in a reputed organization and to work in a responsible position with ample opportunity to lead and influence those working with me to be quality-conscious and result oriented.

**Work Experience**

May 2016 – June 2021  
**Associate Consultant**  
**SAP Concur**  
Bangalore, Karnataka

Processing invoices/receipts on different Levels (Travel & Expense).

Providing an assessment of expenses reports in compliance with the clients.

Timely processing of expense reports and all activities within the agreed timelines accurately.

With client’s policies and standard operating procedures focusing on

Global Audit Queues: Expense IT, Receipt Audit Clients, and General Audit Clients.

Investigation of errors and defects in the client’s documents. This includes educating clients about missing or inaccurate information.

Providing timely resolution for escalation and resolving issues on priority.

Work towards attaining 100% accuracy - Understanding the business impact.

Additional requirements to complete the reimbursement in a timely manner in real time.

Utilizing SAP tool and system proficiently to process the receipts and invoices expense reports by

real time and identify and resolve exceptions.

Responsibility to achieve the objectives of daily basis on real time.

Following our Business Code of Conduct and always acting with integrity and due diligence.

**From June 2021 to April 2023**

**Client Service Representative**

**SAP Concur**

**Bangalore, Karnataka**

Skilled at working independently and collaboratively in a team environment.

Worked through Salesforce, HMC and inContact and other channels on daily basis.

Handling clients audit related concerns and non-audit related queries like payment, configuration questions and workflow through cases on Salesforce and calls on InContact applications.

Reviewing reports and providing solution to the users through email.

Coaching auditors on escalated clients.

Demonstrated respect, friendliness, and willingness to help wherever needed.

Proved successful working within tight deadlines and a fast-paced environment.

Worked flexible hours across night, weekend, and holiday shifts.

Assisted with day-to-day operations, working efficiently and productively with all team members.

Exercised leadership capabilities by successfully motivating and inspiring others.

Worked well in a team setting, providing support and guidance.

Learned and adapted quickly to new technology and software applications.

Proven ability to develop and implement creative solutions to complex problems.

Responded to customer requests for products, services, and company information.

Offered advice and assistance to customers, paying attention to special needs or wants.

Answered constant flow of customer calls with minimal wait times and handling portal cases on daily basis.

Answered customer telephone calls promptly to avoid on-hold wait times.

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers.

Updated account information to maintain customer records.

Processed customer service orders promptly to increase customer satisfaction.

Handled customer inquiries and suggestions courteously and professionally.

Clarified customer issues and determined root cause of problems to resolve product or service complaints.

Participated in team meetings and training sessions to stay informed about product updates and changes.

Utilized customer service software to manage interactions and track customer satisfaction.

Developed customer service policies and procedures to meet and exceed industry service standards.

Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Trained new personnel regarding company operations, policies, and services.

Maintained up-to-date knowledge of product and service changes.

Educated customers about billing, payment processing and support policies and procedures.

Followed up with customers about resolved issues to maintain high standards of customer service.

Working on Excel sheet and finding top impacted clients using VLOOKUP and pivot table. Sending out performance dashboard to clients on monthly basis.

**From April 2023 to Current**

**Subject Matter Expert**

**SAP Concur**

**Bangalore, Karnataka**

Ensuring the team exceeds TAT & accuracy on the assigned volumes with proper work planning.

To develop a strong control mechanism of travel & expense processing by conducting regular process reviews & take complete ownership of the processes, identify gaps & help the team to fix it proactively.

Be part of customer engagement through regular catchups & ensure team & self-respond to all queries within 24 hours.

To develop strong training plan for new joiners & ensure to provide/facilitate buddy trainings, cross trainings, process updates & back up creating plan.

Sharing process improvement ideas & support team in completing the value-added projects.

To ensure all reporting activities such as Dashboards, etc., are done on time & reviewed.

Take active participation in Transitions and the projects that are assigned to self and the team members.

Ensuring the SLA/OSLA activities assigned are completed by self and team within the timelines.

Having Calibration on impacted Clients and connecting through calls with our operation team on daily basis regarding update.

Working on Excel sheet to find the top 5 impacted client and escalation using Pivot table.

**Skills**

* ERP
* Java
* HTML
* C++

**Computer Proficiency**

Word

Excel (VLOOKUP and Pivot table)

Power Point

Tally (basic)

Coral draw

**Certification**

* Concur Request and Concur Expense Integration from SAP
* Data Protection and Privacy
* Presales-S4HC-L2-The HOW: SAP Activate Methodology Inc. CBC
* Information Security Fundamentals
* Implementing the Integration of Concur Request and Concur Travel

**A Study on the satisfaction of clients.**

Customer satisfaction gives Client’s satisfaction; it is a measure of how products and services supplied by a company meet the customer expectation in Processing invoices. Therefore, it is essential for businesses to effectively manage customer satisfaction.

**Achievements**

* Research on the client’s satisfaction level.
* Construction of a model with the team’s effort.
* Demonstrating the model by scenario and applying the scenario to daily work by giving the Client’s satisfaction.
* Star performer award for giving out the best in quality, productivity, and support.
* Earned a promotion from an entry - level position to quick levels in department.

**Interpersonal Skills**

* Strong planning, analysing, organizational and team leadership.
* Confident and poised in interactions with individuals of all levels.
* Proven ability to gather, collate and use data effectively.
* Quick learning ability.
* Responsibility of quality in work.
* Presentation Skills.

**Education**

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| --- | --- | --- | --- |
| **Courses** | **Name of the institution** | **University/board** | **Year of passing** |
| **B.Sc. (Computer Science)** | St Joseph Arts and Science | Karnataka Board | 2015 |
| **P.U.C** | Ever Shine PU College | Karnataka Board | 2012 |
| **CLASS X** | Siddhartha High School | Karnataka - SSLC | 2008 |

**Personal details**

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| --- | --- |
| Date of birth | 07-06-1992 |
| Gender | Female |
| Father’s name | Rajamani M |
| Marital status | Married |
| Languages known | English, Kannada & Tamil |
| Contact No | 8073912015 |
| Mail ID | vijayar2020@gmail.com |

Declaration

I Vijaya.R hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.