# Kavya K Bangalore

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**Career Objective:** To work in an organization where there is scope for demonstration of my intellectual

and creative skills.

## Professional Experience

### Dixon Technologies (India) Pvt Ltd (From June 2021 to Present)

**Role: Consultant Executive (SAP)**

* Expertise in SAP MM Module and related business processes in including integration with related modules (Production).
* Responsibilities Involved in maintenance of master data objects that Included Material

master, Info records Source list and BOM.

* Supported issues related to Material Master, Purchase Info records, Sore list, Master grid,

Sales Grid, Purchasing Grid and BOM.

* Facilitated meetings Identify, analyze, capture and report issues, assist issue resolution with

system and related business processes to ensure timely closure as per escalation criteria.

* Dealt with Change Requests and making the required customization changes
* Coordinated with technical team in case of mass uploads and getting it done as per user requirements
* Good understanding of integration with other SAP modules.
* Doing invoice processing in SAP (HANA) while receiving the invoices from the vendor.
* Involving the stock closure and preparing GR/IR reports.
* Preparing stock aging reports.
* Preparation of Daily Material Inward Register & Material Issue Register in the format specified by the Company.
* Preparation of Monthly Stock Statement as per the Company’s policy.
* Also, part of PRPO to create a PR & PO and communicating with the vendors about requirements
* SAP (MM) module process –
* Maintain Materials & Stores Records with FIFO as per system defined.
* Receiving, Storage, issuing of BOM & generated in SAP of all BOM & consumable items.
* Maintain minimum & maximum level in stores.
* Maintain stocks in SAP of all components as per physical.
* Materials receipt note verification.
* Booking OS & D and Return of Rejection to supplier.
* Arrange for stock transfer to another unit.

### 24/7 a.i (From July 2019 to June 2020)

* Serves as a basic point of contact for customers with complaints, queries, request, feedbacks etc
* Prepares daily reports on the daily activities of Customer Care team
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
* Develops as well as maintains the relationship with external parties
* Responsible for proper scrutiny and recording of the complaints received from customers
* Conducts research and complies answers for informational request from external customers

### HDFC BANK (From Jan 2018 to June 2019)

* Analyze the KYC documents as per the guidelines and Policy.
* Detailed check before onboard/opening a customer account.
* Worked on MIS reports and performs quality checks.
* Having strong knowledge on KYC reviews (High, Medium & Low Risk)
* Providing transaction details of customers on a daily basis, if required.
* Account opening and Maintenance of client (Customer)

### Genpact India Pvt. Ltd (From Sep 2013 – 29 May 2016)

* Involved in processing of invoices for GE business with the help of SAP & Oracle tool.
* We will be interacting (Calls and Mails) with the clients to resolve the issues and to get the work done.
* Solutions to the functional issues in different areas such as Interface tickets & responding to business with solutions.
* Preparing the Standard Operating Procedures (SOP) for any new activities.
* Worked on SAP, Oracle 11i, R12 & Perceptive
* Knowledge in processing Workflow requests like Expedite &amp; Immediate payment, Discount Refund, Bill of Entry (BOE), Advanced payment, Online payment, CRR Audit and Template setup.
* Knowledge in processing monthly audits, bank reconciliation statements, holds resolving, etc.,

**Acquired Skills at Genpact**

* Zero misses on targets with accuracy over 99% and it was highly appreciated by Leadership.
* Preparing aged analysis to know the pending work of the process.
* Work Allocation for the team and managing the allocated work.
* Actively Participated and encouraged team in Team activities, Team Celebrations and extra circular activities.

### Accomplishments

* Rewarded with4 bronze awards in GENPACT.
* Lean Certified from GENPACT.
* Gained Management & Customers recognition during high Backlogs.

## Education

* **MBA** (Finance & Marketing) from EAIMS, SV University, Tirupati in 2011-13
* **B. Com** (Computers) Emeralds Degree College, Tirupati in 2008-11.
* **Intermediate** Emeralds Degree College, Tirupati 2006-08.
* **10th** Fathima English Medium School, Tirupati in 2006

## Strengths

* Quick Learner
* Handling operations with zero surprises.
* Very Strong process knowledge.
* Contribution in the critical situation of the process.
* Adaptability to surroundings.

## Technical Knowledge

* Well Versed with MS OFFICE (Excel, Word)
* Hands on experience with Oracle and SAP HANA

## Personal Details

Date of Birth : 14th June 1991

Languages : English, Telugu & Hindi

Date:

Bangalore **Kavya K**