# SREE HARSHINI MANTRIPRAGADA

## Details

Hoysala Nagar, Bangalore, 560016

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**Education**

# BCom at Andhra University, Rajahmundry

Mar 2009 – Mar 2012

**Employment History**

**Customer Relationship Manager at Freshworks Technologies Pvt Ltd**

## Nov 2020 – Till Now

* Worked in Billing Support team, good hands-on experience in Fresh work’s Tools i.e., Freshworks CRM, chargebee, Freshdesk support portal etc.
* Handled activation of accounts, currency migration of accounts, reactivation of accounts which is suspended due to non-payment and Credit note.
* Handled common customer queries for Sending Payment link to customers. Upgrading and downgrading the plans or number of agents and Cancellation of accounts.
* Provided resolution for customer’s query related to payment and billing, based on their requirements for change of current plan or updating account as per customer requirement i.e., Wrong bill generated, duplicate billing generated or any other concern of billing.
* Initiated refunds by getting approvals from manager. Updating billing information in the system i.e., updating company name or Email ID, changing billing address, updating phone number etc. as per customer the requests.
* Creating discount coupons and updating discounts or coupons on accounts, adding addons, migration of accounts, extending contract tenure.
* Providing the required invoices and bank details to update payment to customer.
* Verified vendor accounts by reconciling monthly statements and related transactions.
* Worked on Freshsales CRM tool, Investigating the duplicate accounts created by both sales admin and sales representatives and merge them into a single account.
* Also worked on website change requests through ticketing tool called Lighthouse.
* Working on missing SOF (Service Order Form), MSA (Master Service Agreement) in Chargebee and Lighthouse and updated the consolidated file to the management.
* Handled Deals clean-up project – Assigning owners to the respective deals, deal account and deal contact in CRM Rocketship.
* Worked on the repeated accounts accessing the shared folder file which will be generated on daily basis with refreshed data.
* Worked on missing countries and assigned the country name to the relevant account by validating the refreshed repeated accounts sheet country master list file.
* Worked on the accounts merging where the repeated accounts will be considered into primary and secondary account and will be merged into single account.
* Handled lighthouse tickets on the website updation raised by the requestors.
* Handled snowflake to raise a query to check whether the account is duplicated.
* Handling New Lead Routing Project - Updating the information of employee size of the domains from linkedin in the google sheet.
* Also updating the second major POC’s from Linkedin sales navigator in the google sheet.

**Senior Process Executive at INFOSYS BPO LIMITED, Bangalore**

## Jan 2017 – Apr 2017

Creation of Quotation, Sale order creation, processing sales orders. Customer will send the list of the required products with the quantity required in the form of PDF. Based on the information extracted from the PDF, sales order will be created. Once the sales orders were created in SAP, it will trigger Sales Bill of material taking out the information of inventory and will confirm the expected delivery date to the Customer. And will process the orders and inform to the Customer regarding the delivery dates.

* Place Quotations as per customer requirement.
* Creation of sales orders in SAP
* Handling customer escalations on time.
* Acting as a Focal point to the Customer queries.
* Interaction with the customers on delivery related issues.

**Process Associate at ACCENTURE SERVICES PRIVATE LIMITED, Chennai**

## Jul 2012 – Apr 2015

Creation of Sale orders, processing sales orders in SAP, Organizing Deliveries, Customer Queries handling related to orders, shipments, pricing issues, invoice related.

Sales Order creation includes creation of sales order based on the customer requirement; Customer will send the list of the required materials with the quantity required in the form of PDF. Based on the information extracted from the PDF sales order were created, Once the sales order is created in SAP it will trigger Sales Bill of material taking out the information of inventory and expected delivery date.

Based on the stock availability, order will be processed and communicate to the customers on the delivery dates.

* Act as a focal point of contact for Team and Client.
* Resolving Customer quires on orders.
* Trained new joiners on the process.
* Presenting EOD (End of the Day) report to Manger daily.
* Allocation of orders to the team members.
* Ensure SLAs are meet as per client requirements.
* Resolving customer queries on pricing issues.
* Helping team by continuously contributing towards Customer’s satisfaction and as well as exceeding Customer’s satisfaction on certain occasions.
* Provided customer service and understood the needs of the customer.
* Ensure SLAs are met as per the client’s requirement.
* Help team members to plan and work according based on TAT.
* Provided quality customer service on every email and Query.
* Help the team on Quality check of created each sales order and make sure it should be accurate with the customer requirements.

# Languages

Telugu, Hindi, English and Tamil

**Skills**

* Experience in SAP SD, SFDC, MS Office.
* Experience in Chargebee, Dropbox, Billing support ticketing tool and Freshsales CRM, Snowflake, Slack.

# Details

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