**Aiswarya Raju** M: +91 7337835028

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**Post: Assistant Manager, PMO Business Operations**

**Career Summary**

* Expertise in IT Service Operations with 11+ years of experience.
* Experienced in business operations, Finance, Project management, internal and external team coordination.
* Currently working as Assistant Manager at Revenue & Margin team in Wipro Limited.
* Expert in Advanced Excel, Revenue & cost analysis,People matrix, Optimization levers, plan vs actuals tracking.
* SharePoint, MS teams, SAP MM and SD module knowledge.

**Professional Experience**

**Assistant Manager at Wipro Limited, Bangalore from Dec 2015 to till now.**

**Profile Description:**

* Responsible to control cost components like people cost,passthrogh cost etc on plan and maintaining balanced people matrix .
* Monitoring each project on revenue & cost view and reporting risk to the top management and delivery team for action.
* Creating yearly and quarterly revenue and margin target to regions and tracking actuals.
* Revenue reconciliation and cost optimization on quarterly basis.
* Controlling resource tagging based on career level and plan for each project.
* Very good knowledge in people matrix, netadd, fresher Index, Onsite/Offshore mix, pyramid, bench, investment and support headcount management.
* Analysing revenue and marginal parameters with respect to previous trend, plan and estimates.
* Closely working with FP&A, Finance, WMG, HR and delivery team to improve margin.
* Preparing various Dashboards related to marginal parameters & people metrices and publishing weekly to top management.
* Preparing various reports from SAP ERP and internal tool.
* Skilled in advanced execl and macros.

**SAP CRM Consultant at Wipro Limited from Jun'13 to Nov'15**

**Payroll Company:** Pooja Enterprises, Bangalore, India.  
**Designation:** SAP CRM Consultant / Executive – SAP CRM support

**Profile Description:**

* Solving issues related to replication of Business documents from SAP CRM to SAP ECC.
* Giving support for Contract Management, Quotation Management, and Service Order management.
* Involved in CRM to SAP MM integration for logistics team.
* Good knowledge in SAP CRM & SAP ECC tables.
* Providing resolution to the issues raised by End Users and core teams from onsite and provide support to facilitate the transition of SAP CRM.
* Handling issues in Contract Replication from SAP CRM to SAP ECC and Invoice Replication from SAP ECC to SAP CRM.
* Customer and material extension in SAP ECC 6.0.

**Operation Executive at Wipro Limited from Jul'11 to May'13**

**Payroll Company:** Five-s Technologies, Bangalore, India. **Role & responsibilities:**

* Supporting for the collection of payments based on the SDC (Signed Delivery Challan) PIR (Product Installation Report), tracking the same and sending to order booking locations.
* Coordinating with varies team for collecting documents for payment.
* Coordinating the service delivery of materials for Wipro IAS upgrade services.
* Responsible for preparing MIS, Reports, Delivery Tracking, SDCs and PIRs across the nation for IAS Upgrade services.
* Sending the various report to regions on a weekly basis and ensuring business process work flow.
* Coordinating with Development team for end to end coordination for new requirement.

**Key Skills**

* Expertise in SAP CRM 7.0 Service module support.
* Expertise in Advanced MS Excel, Power point, Power BI reports, SharePoint, WebEx, MS teams, O365.
* Expert in SAP ECC / SAP ERP MM and SD module.
* Good knowledge in ABAB debugging, copy control and status management.
* Good knowledge in customer and material extension in SAP ECC 6.0.

**Achievements**

* Received "Delivery dynamos" reward in 2021 for best performance.
* Completed new requirement task within the deadlines.
* Achieved Star of the Month Award from Wipro for best performance.

**Academic Qualification**

* M.C.A. (Computer Applications) from "Mahatma Gandhi University" in 2010.
* B.C.A. (Computer Applications) from "Mahatma Gandhi University" in 2005.

**Personal Qualities**

* Excellent communication and analytical skills.
* Enthusiastic for the task assigned.
* Team-focused and patient.
* Possess creative artistic mind.
* Ability to work as team and individually.

**Personal Details**

**Nationality :** Indian

**Passort No. :** K7101127

**Date of Expiry :** 08/11/2022  
**Date of Birth :** 31st May 1985  
**Gender :** Female  
**Marital Status :** Married  
**Languages known :** English, Hindi, Malayalam and Tamil

**Present Address** : #65/12, Chikkabellandur Village,Carmelaram PO, Bangalore, India - 560035

I do hereby declare that all the information given above is true to the best of my knowledge and belief.

Place : Bangalore

Date : 04-11-2022 **AISWARYA RAJU**