Madhuri Mettukuru

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Summary

- 8+ years of industry experience, currently working as Sales Operations Manager at Infinite Computer Solutions, Bangalore.
- Proficient in solving Business Problems using Advanced Analytics.
- Expertise in Reporting
- Product Management – Enhanced our capabilities in Salesforce CRM to incorporate high priority user needs
- Worked with Chairman, Executive Leadership and Cross-functional teams to execute strategic initiatives.
- Improved governance through Business Reviews with Business Heads.
- Ability to work in a fast-paced environment with set deadlines.
- Work on automating reports and dashboard development in SFDC to optimize the existing processes
- Adhere to periodic agreed reporting requirements for Executive review and monitor timely and accurate delivery of reports.
- Collaboration and coordination with sales and setting up robust sales planning operations forecasting processes and KPI governance across business units.

Education

- Master of Business Administration - MBA (HR & Finance)   **2013**
  Rajeev Gandhi institute of technology, Kurnool, AP.

Achievements & Certifications

- Streamlined entire Sales Pipeline reporting and processes across the organization and Part.
- Certified Salesforce Sales Cloud Administrator
- Played vital role in Getting Great Place to work certification for Infinite.

Professional Experience

Infinite Computer Solutions, Bangalore (Reporting to Chief Strategy Officer)

Sales operations – Assistant Manager   **Dec 2018 - Till Date**

- **Data Strategist**: Periodic refresh of reports/dashboards for Pipeline, Revenue, Signed Total Contract Value (TCV), Quarterly Win Loss components for Infinite computer Solutions & Zyter.
- The tracker was created to measure Actuals Revenue, Gross Margin, Service Line contribution for every project and red f l a g the dips to Vertical Head.
- Preparation of Monthly deck on performance of Pipeline, Realized Revenue, Bookings, Book to Bill ratio, Growth rates, Top accounts performance and Top deals Status KPI's.
- Monthly Pipeline Analysis highlighting Opportunities with Staffing, Low/High Guidance, Winnability anomalies and present it to Chairman which would be used to drive each Vertical Operations meeting.
- **CRM Management –** Prepare **Business Requirement Document (BRD)**, Liaison with technical team to get changes implemented, **Perform User Acceptance test (UAT)** and roll out the changes, **User communication/training** to support and increase adoption, Keep Meta data updated, Duplicate Cleanup/ Maintain data quality.

- templates and display dashboards on desktop and mobile devices.

Automate Monthly Reports by Service Analytics using Salesforce Einstein (AI Platform)

- This activity involved identifying key metrics/KPI such as Active/Dormant Pipeline, Deals created, Deals moving through stages, Deals Won/Lost of Monthly report which used to be run on excel before which had to be automated.
- Service Analytics is a type of Einstein Analytics Template where we created analytics apps from templates and display dashboards on desktop and mobile devices.
- This helped IG heads to have key metrics at their fingertips and take informed decisions and **reduced static visual to a dynamic one and manual effort of 1 man-day monthly.**

Maintain Pipeline Cleanliness

- Activity involved tracking Pipeline and the opportunities anomalies like Deals with close date past due date, deals with large sales cycle, High Revenue forecast from Salesforce but low guidance by Sales people, vice-versa, Staffing related deviations, Phase – Winnability mismatch to name a few.
- Present the pipeline analysis to each of the IG/SL SPOC to rectify them on an ongoing basis and to Global Markets head which would be used to drive each Vertical/Geo Ops meeting.

Business Line Sales Productivity / Performance Tracker

- This Activity involved creating a unified view of BL Business Operations comprising the tracking of Actual Revenue, Guidance and Pipeline. This data would be used for Business reviews and sales team performance management.
- Various pivots, lookups and formula-based views are created on the finalized data to produce Productivity report which gives account, Business Line, Salespeople performance view.
- Thus, Monthly reviews of the company performance is enabled with the top management.

Gap Analysis:

- Project focused on tracking Revenue and Gross margin at a Project level rolled up to each Account Manager on a month-to-month basis.
- Perform a similar activity subsequent month and understand where there is a dip in Revenue/Gross Margin, talk to each of the Account managers and understand the dip and convey the same to Reporting managers/Client Partners/ Business Unit Head.

Joulestowatts business solutions, Bangalore   **June 2017- Dec 2018**

Senior consultant Talent acquisition
- Recruitment POC for various clients and responsible for managing their entire recruitment activities.
- Responsible for the complete recruitment process from initial screening of resumes to the final selection of the candidate with close coordination with clients.
- Sourcing and screening potential IT candidates for contract & full-time openings.
- Interview prospective candidates and negotiate compensation, extend offers, facilitate the placement of candidates, and solicit referrals from other qualified consultants.
- Participating in client's calls (Hiring Manager's) and understanding the client's requirements.
- Updating the status of requirement on Client's conference calls daily.
- Mentoring new members of the team.

- Submit qualified candidates to open job requirements using internal data and job portals like Naukri, Monster and LinkedIn Recruiter.
- Clients Worked with: Intel, Visa, Infosys, Mercedes Benz, Allstate, CISCO, Société Générale, etc.

Wipro E Peripherals, Bangalore (Reporting to CE)   Dec 2015 to Nov 2016

HR Executive
- Assist with day-to-day operations of the HR functions and duties.
- Performance management and Grievance handling.
- HRMIS Reporting to chief executive
- Vendor management.
- Onboarding and off boarding.
- Managing team of 4 resources for scheduling the Interviews and sharing the report daily.
- Involved in gathering business requirements and analyzed client's HR business needs
- Organizing and participating in stakeholder meetings preparing necessary presentation materials for meetings.
- Work closely with the BU heads to determine the skills and talent required.
- Responsible for sourcing the right talent for the functions by screening, shortlisting the candidates, conducting initial telephonic interviews and arranging face to face interviews for the shortlisted candidates.

R&R Solutions, Bangalore (Reporting to CEO)   Jun'2014 – Nov'2015

HR Executive

- Maintain employee records and Personal files
- Prepare MIS for joining and Exit employees.
- Payroll Processing & MIS Reporting for HR data & Maintain Statutory Compliance
- Prepare registers regarding labor laws such as Accidents, Deduction, Damage, Advances and Fine Registers etc.
- Completion of Muster Roll and Leaves register.

Declaration:
I hereby declare that the information provided above is true to the best of my knowledge.