**Mr. Sreenivasulu Nelavanki**

Konappana Agrahara

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**CAREER OBJECTIVE**

To serve in the organization that leverages my skills and knowledge to the best of my ability and to contribute successfully in the overall development of the organization.

**PROFESSIONAL EXPERIENCE**

**INFOSYS BPM Ltd. (Client: CISCO) Order management**

**Experience**: Holding 3 years’ experience and currently working as a senior process executive.

CISCO Systems provides the biggest line of network solutions for transporting data, video within buildings across campus or around the world. CISCO system is the worldwide leader in networking the internet traffic.

**Process Description:**

**Order Management:**

* We will receive orders through Cisco ordering tool and via Fax.
* Entering the customer orders manually in Oracle-R12 and CCW tool.
* Validating the discounts on the basis of PO copy submitted by the client.
* Booking the client orders.
* Modifying the orders by using the oracle tools (Discount adjustment, cancel the parts, adding the additional parts, matching the order totals)
* Working with finance manager to fix the price and discount related issues.
* Handling the IT calls in order to fix the issue of the orders.
* Co-ordinate with customers as well as Cross-functional teams to resolve different booking issues through End-to-End process.
* Validating and entering the different types of orders submitted by the Cisco clients.

**Responsibilities in current Role:**

Validating and entering the different types of orders submitted by the Cisco clients, booking the orders and modifying the orders.

**Senior Process Executive:**

* Assigning the requests based on the inflow
* Handling the critical orders.
* Training the new hires on the process
* Maintaining productivity data and collecting another agents productivity details
* Taking huddle & updating the team
* Interacting with client & IT team
* Ensure to complete all the volumes in time (Quarter-end and Month-end).

**Achievements:**

* Ramp & Spot awards for 100% Utilization & 100% Quality
* One of the top 10 best performers in all the performance cycle.
* Maintained 4 out of 5 rating in the performance wise and received 5 out of 5 rating in last appraisal

**Trainings:**

* Customer Service and Supply Chain Management Training
* Domain Management Training (T-100)
* Milestone 2.0
* Design Thinking

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**STRENGTHS**

* Good team player
* Quick learner
* Self Confidence
* Multi-task ability and complete the assigned tasks on time.

**PERSONAL DETAILS**

* Father's Name : N Sreeramulu
* Sex : Male
* Date of Birth : 27th July 1995
* Nationality          : Indian
* Marital Status : Unmarried
* Languages known : English, Telugu
* Hobbies                  : Playing Cricket, Listening Music

**Declaration:**

I hereby declare that the above details given by me are true.

**Place:**

**Date:** ( N Sreenivasulu)