

# Resume

## Personal details

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Name	Shalvi Singh
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## Education

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**Masters in Commerce**  
**Co-operative college**  
Major Economics

## Employment

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Oct 2020 - Jul 2023

**SAP APO Consultant**  
**Cureus Technologies Ltd., Kolkata**

- Delivered end-to-end SAP APO solutions in **DP, SNP, and PP/DS** modules.
- Configured planning books, macros, and forecasting models in **Demand Planning**.
- Implemented **SNP heuristics** and **CTM** for supply network planning.
- Integrated APO with ECC using **CIF** for master and transactional data.
- Provided production support and resolved planning issues.
- Worked with cross-functional teams to optimize **supply chain processes**.
- Conducted user training and created documentation.

**Tools & Technologies:** SAP APO (DP, SNP, PP/DS, GATP), SAP ECC, CIF, SAP BW, SCM 7.0, Excel, PowerPoint.

Jan 2024 - July 2025

**Senior Process Specialist**  
**Infosys Pvt Ltd., Pune**  
**Verizon (Telecom Process):**

- Managed **customer data validation, order processing, and service provisioning** for Verizon telecom services.
- Handled **disconnections, reconnections, and plan updates** by coordinating with internal systems and support teams.
- Resolved queries related to **billing, account information, and service requests** while ensuring SLA compliance.
- Worked with multiple tools and systems for data entry, ticket management, and workflow tracking.
- Maintained **data accuracy, process adherence**, and timely escalations for exceptions or unresolved cases.

**McCamish (Insurance & Annuities Process):**

- Processed **life insurance and annuity transactions**, including policy updates, withdrawals, and beneficiary changes.
- Reviewed customer documentation and ensured compliance with **regulatory guidelines** and client policies.
- Performed **policy data validation**, quality checks, and coordinated with the underwriting/back-office teams.
- Ensured high levels of **accuracy and confidentiality** in handling sensitive customer and financial data.
- Worked in a **high-volume, deadline-driven environment** with focus on **quality and turnaround time (TAT)**.

**Key Skills:** Data Processing, Client Coordination, SLA Management, Telecom & Insurance Domain Knowledge, MS Excel, Workflow Tools, Ticketing Systems

**Skills**

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SAP APO

Production Support

MS Excel

Customer Data Management

**Languages**

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Hindi	Fluent
English	Fluent
Marathi	Beginner

**Hobbies**

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- Traveling
- Cooking
- Cycling